



The Pharmacy  
Guild of Australia

# Community Pharmacy NSP Recruitment Project Final Report

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The Community Pharmacy NSP Recruitment Project was funded by the Victorian Government  
Department of Health as part of the COAG Illicit Drug Diversion Initiative

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## Department of Health Project Details

**Division:** Mental Health & Drugs Division  
**Activity:** 34070 Needle & Syringe Program  
**Agreement Number:** 22920  
**Project Dates:** 1/07/2009 – 30/06/2010

## Pharmacy Guild of Australia

**Project Name:** Community Pharmacy NSP Recruitment Project  
**Business Unit:** Professional Services  
**Focus Area:** Community Pharmacies across Victoria  
**Report Period:** 30/11/2008 – 27/08/2010

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### Abbreviations and Terms

<b>AOD</b>	Alcohol and Other Drugs
<b>BBV</b>	Blood-Borne-Virus
<b>COAG</b>	Council of Australian Governments
<b>CSO</b>	Community Service Obligation
<b>DH</b>	Department of Health
<b>FAR</b>	Financial Accountability Requirements
<b>HCV</b>	Hepatitis C Virus
<b>HIV</b>	Human Immunodeficiency Virus
<b>IDU</b>	Injecting Drug User
<b>NSP</b>	Needle & Syringe Program
<b>The Guild</b>	Pharmacy Guild of Australia
<b>Active Status</b>	Once a pharmacy places an order through the NSP with the DH
<b>In-active Status</b>	The pharmacy's status <ul style="list-style-type: none"><li>▪ Before placing their first order with DH</li><li>▪ If an order hasn't been placed for a significant period of time, or</li><li>▪ If the pharmacy has indicated they will not be ordering supplies through DH for the time being</li></ul>

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## **Executive Summary**

On 1 July 2009 the Department of Health (DH) and the Pharmacy Guild of Australia, Victoria (the Guild ) entered into a one year service agreement for a project entitled '**The Community Pharmacy NSP Recruitment Project**'.

This project extended from an initiative by the Council of Australian Governments (COAG) called the Illicit Drug Diversion Initiative. It sought the diversification of existing Needle and Syringe Programs (NSPs) which included recruitment, education and support of Pharmacy NSPs.

Through a collaborative effort, the projects key aims (discussed in the introduction section) were successfully achieved.

- Increase injecting drug users' (IDUs) access to NSPs through the recruitment of community pharmacies.
- Provide information, education and support to community pharmacies.

### **Key benefits realised from this project included:**

- An increase in accessibility of new injecting equipment and safe disposal services across Victoria
- Education and training provided to community pharmacy staff by Anex that addressed stigmas, biases and myths surrounding IDUs and the spread of Blood-Borne-Viruses (BBVs) within our communities
- Geo-spatial maps of service sites are being developed to allow for faster identification of areas that lack NSP service delivery, gaps in services or hot spots across Victoria
- Referral systems are being improved to enhance IDU access to other health and welfare services
- Created greater awareness among community pharmacies of the Alcohol and Other Drugs (AOD) and harm reduction sectors, and the nature of health issues impacting on IDUs including stigma and prejudices they have to deal with on a daily basis.

Although the signed agreement for this project was for a 12 month period, the Guild believed there were significant potential benefits for the Victorian Community stemming from Pharmacy NSPs. Therefore in a demonstration of its commitment, the Guild commenced project activities in November 2008.

The project timeline was extended to September 2010 by joint agreement between the DH and Guild as a result of a restructure of the workload, due to one of the pharmacy facilitators resigning during the project. The formal closure date of the project was 30 June 2010 however with the extension, the project time period was actually 22 months - November 2008 to September 2010.

There were Financial Accountability Requirements (FAR) for this project. A final audit was conducted by Ernst & Young and submitted to DH on 1 October 2010. This project concluded within the budget.

## **Recommendations**

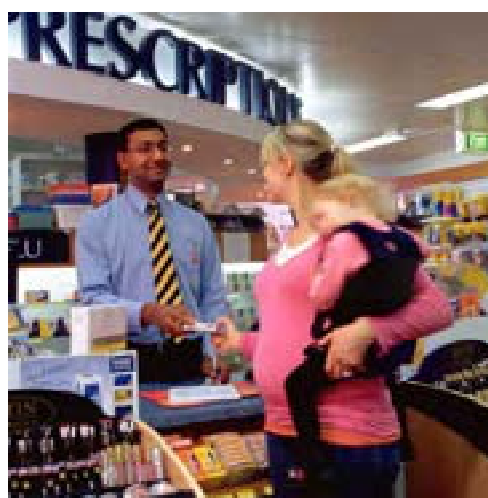
During this project the Guild contacted 56% (676) of the Victorian community pharmacies to ascertain their interest in NSP. Meeting pharmacy's full potential of diversifying NSP will require contacting those pharmacies that have not yet been contacted and contacting the Inactive pharmacy NSPs to move them to the Active status. This will extend NSP coverage across Victoria.

Consideration should be given to broaden the scope of education and training for these pharmacies and their staff to increase the number of pharmacy staff trained or even re-run training to cater for staff turnover and to refresh the knowledge of existing staff. This will provide pharmacy staff with the knowledge to handle effective counselling and referral services through the NSP.

### **1. Consider additional funding to extend the project to incorporate a maintenance program as well as continue to recruit new community pharmacies**

There should be consideration made for ongoing funding for this project. The funding would allow the Guild to work with other key stakeholders to provide ongoing support around the recruitment of community pharmacies as NSPs.

We recommend a small team comprising of a pharmacy facilitator (preferably a pharmacist) and an administration person to coordinate the recruitment process. The pharmacy facilitator would be required to travel around the state to provide face-to-face support for community pharmacies. These roles could be employed in a full time or part time capacity. Their tasks would include:



- Establish a pre project benchmark of NSPs in community pharmacy to enable a clear measure as to the success of the extended project
- Register community pharmacies as Pharmacy NSPs
- Facilitate the transition of these pharmacies into the NSP
- A maintenance program to enhance the relationships built with community pharmacies that registered as NSPs, ensuring continued and active service delivery to IDUs
- Provide education and training to key stakeholders where required
- Facilitate roadshows throughout the state to allow for regular face-to-face communication between AOD workers and pharmacy staff. This would then provide a forum to discuss issues and solutions at a local level
- Continue to work with the DH on issues raised at the above roadshows and provide a conduit directly back into community pharmacy

## **2. Continue funding of the Anex pharmacy specific NSP training program**

There is an opportunity for ongoing training and networking around the NSP as there appears to be a lack of understanding of the AOD and harm reduction sectors by the community pharmacy sector and vice versa. This created some barriers implementing the NSP into community pharmacy. Anecdotal evidence indicated that myths, stigmas and prejudices diminished after some training was provided.

There is a definite benefit for community pharmacies that operate a NSP with ongoing support from local primary NSP and other AOD and harm reduction service providers. This training would assist pharmacy staff to keep up to date with local drug use trends, referral options for clients requesting support and possible issues of health and safety. Therefore we recommend that

- The existing training package developed by Anex is broadened to include how the AOD and harm reduction sectors work
- Training is provided to community pharmacies that are not yet signed up to the program to educate them on the myths, stigmas and prejudices surrounding drug use and IDUs
- The education component of the project is extended to cover staff within the AOD and harm reduction sectors to enable them to understand how community pharmacies operate

## **3. Further utilisation of geo-spatial NSP service mapping to support on-going networking and referral amongst NSPs**

The geo-spatial mapping could be further utilised for this project to help identify areas in greater need of NSP services, identify gaps in services already being provided or identifying hot spots across Victoria. The geo-spatial mapping tool is not only extremely useful for project administrators, but can be utilised by NSP service providers to identify other services in their local area. Use of this product should be considered for similar projects in future.

## **4. Reassess the data collection process**

There was considerable resistance towards the DH data collection process by pharmacy NSPs as they generally had the view that it would prove too time consuming to undertake. Although the Guild recognises the need to continue to collect information around the services supplied within the NSP, we recommend that the data collection process and the data collected be reassessed.

Some of the issues to consider are:

- Collecting information from the point of sale system community pharmacies already use
- Alter the actual data being collected
- Continue to collect information around service fees attached to pharmacy NSPs

## **Introduction**

### ***Background***

In April 1999 COAG discussed a national approach to address illicit drug use. Under the National Illicit Drug Strategy<sup>1</sup> a package of supporting measures was approved, this included the Illicit Drug Diversion Initiative with supporting measures relating to NSPs.

Two of the relevant supporting measures to this project are:

- Increased education, counselling and referral services through Needle and Syringe Programs; and
- Diversification of existing Needle and Syringe Programs.



On 1 July 2009 the DH and the Guild entered into a one year service agreement - 'The Community Pharmacy NSP Recruitment Project'<sup>2</sup>, although the project was extended to a 22 month period. This project was established to increase NSP coverage and accessibility to new injecting equipment and safe disposal options across Victoria.

A third partner invited into this project was the Association for Prevention and Harm Reduction Programs Australia (Anex), a not-for-profit organisation engaged to provide the training and education for community pharmacies that had registered to operate as pharmacy NSPs<sup>3</sup>.

Historically community pharmacy in Victoria has lacked strong ties to NSPs, possibly due to the lack of understanding of each other's business operations and little or no communications occurring between the two groups. This project was intended to improve ties between the community pharmacy sector and the AOD and harm reduction sectors. It should also demonstrate the important role that community pharmacies play within their local community and the significant value they add as health care providers.

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<sup>1</sup> Commonwealth of Australia Budget 2003-2004 / The National Illicit Drug Strategy

<sup>2</sup> Service Agreement Non-Government Organisation Agreement No. 22920

<sup>3</sup> Meeting Notes from 14 Jan 2009



## **Project Key Aims**

The project aims <sup>(appendix 1)</sup> flowed from the above supporting measures, they are:

- **Increasing IDU access to NSPs through the recruitment of community pharmacies**

There were 279 community pharmacies recruited as Pharmacy NSPs by the Guild. The strategy used was to ascertain individual pharmacies interest in NSP via a phone call, responding to pharmacy enquiries about NSP or through personal contact at member meetings that are regularly held by the Guild.

Following the initial contact the Guild made 380 direct visits across the state to community pharmacies that expressed an interest in NSP. Each visit took between 30 to 60 minutes on site, where the pharmacy facilitator ran through what a NSP is, the benefits of the program for the IDU the community and the pharmacy, how the program operates and what education and resources would be available to the pharmacy and its staff, to better service IDUs.

At the end of the visit the pharmacy facilitator would assist the pharmacy to complete a registration form and forward this to the DH for processing. Once the registration process was complete the Guild contacted the Pharmacy NSP on two further occasions to discuss and resolve any issues the pharmacy may have experienced.

- **Providing information and training support to community pharmacies.**

Ten training sessions were run by Anex for staff of Pharmacy NSPs. The purpose of the training was to increase the capacity of staff to provide sterile injecting equipment, information, education and referral as part of the Victorian Government health promotion strategy to reduce injecting related harm, including HIV, hepatitis C and other injecting related injury/disease.

There are many stigmas, myths and ethical dilemmas surrounding IDUs which created concerns for some pharmacists and pharmacy staff. Anex was able to address many of these concerns at the training sessions. Anecdotal evidence indicated an attitude change in many instances. In total there were 266 professionals that attended these sessions.

## **Funding**

A funding amount was made available to the Guild by DH for this project. Through a collaborative effort, both of the project aims were successfully achieved within budget.

## **Mapping**

The DH delivers its services through its eight geographical regions however, the Guild is divided up into 12 districts across Victoria as per the attached the Guild district maps for the metro and rural areas. <sup>(appendix 28&29)</sup> *To help determine physical location of pharmacies across Victoria, included is a breakdown of the Guild districts by postcode.* <sup>(appendix 29)</sup>

## **Activities Undertaken**

### **Key Activities**

*From the Community Pharmacy NSP Recruitment Project Plan* (appendix 2)

<b>Item</b>	<b>Key Activities</b>	<b>Responsibility</b>
<b>1.</b>	Mapping (1) & (2)	DH
<b>2.</b>	Local Government Area (LGA) Disposal Survey	DH
<b>3.</b>	Develop Position Descriptions for Pharmacy Facilitators	Guild
<b>4.</b>	Marketing the Program to Key Stakeholders	DH
<b>5.</b>	Develop Training Program	Guild & Anex
<b>6.</b>	Monitoring & Evaluation - Process Development	DH
<b>7.</b>	Policy & Guidelines	DH & Guild
<b>8.</b>	Service Agreement	DH
<b>9.</b>	Enrolment & Registration	DH & Guild
<b>10.</b>	Networking	DH
<b>11.</b>	Marketing the Program to Community Pharmacy	DH & Guild
<b>12.</b>	Training Program Implementation	Guild & Anex
<b>13.</b>	Monitoring & Evaluation – Reporting to DH	DH & Guild

### **Project Strategies**

This report will cover only the activities undertaken to realise each of the strategies which the Guild has been fully or partly responsible for. See the following item numbers per the previous table.

- Item 3.** Position Descriptions developed for both pharmacy facilitator roles (appendices 3 & 4)
- Item 5.** Anex tailored a training program specifically for community pharmacy staff<sup>4</sup>
- Item 7.** The Guild provided information to DH upon request which allowed it to develop key statements (for pharmacy based NSP) that can be incorporated in a revised NSP Operating Policy & Guidelines document
- Item 9.** The Guild recruited pharmacy facilitators to visit community pharmacies across Victoria as part of the NSP enrolment process. *See attachment for the enrolment process developed by DH* (appendix 11)
- Item 11.** DH produced articles that were printed in the Guild's monthly newsletter. The Guild spoke about the program at its regular district meetings and the pharmacy facilitators promoted the project across Victoria. DH, the Guild and Anex continue to present to external stakeholder organisations about the project (appendices 5, 6, 7, 8 & 9)
- Item 12.** The Guild worked closely with Anex to develop the training program discussed in Item 5
- Item 13.** Initially, face-to-face meetings between DH and the Guild took place to establish the project, set up systems and information transfer. Once the project was established, teleconferences and written reports were utilised to keep the DH informed on project status. FAR was submitted to the DH on 1 October 2010. (appendix 10)

<sup>4</sup> Meeting Notes from 14 Jan 2009

## **Outcomes**

### ***Project Performance***

#### ***Project Budget***

Money spent was within budget parameters, there was no overspend on this project.

#### ***Project Timeframe***

The project was scheduled to run for 12 months from 1 July 2009 to 30 June 2010, although it was extended to a 22 month period. This was due to the Guild realising the benefits of the project for the Victorian community and commencing the project in November 2008.

There were also staffing issues related to the project, the Guild initially recruited two pharmacy facilitators to visit community pharmacies across Victoria. Unfortunately one resigned three months into the project so the roles were restructured to utilise one facilitator and one administrator

Agreement was reached between DH and the Guild to extend the pharmacy facilitator role and the administration role to 27 August 2010. These extensions did not cause an overrun of the projects budget.

#### ***Governance/Reporting Requirements***

All required meetings and teleconferences were attended by the Guild. All required reports were submitted to the DH during this project and the FAR for 2009/2010 was submitted to the DH on 1 October 2010 as required by DH notification of 21 June 2010. The project budget was independently audited by Ernst & Young.



## Data Collection

It was communicated to all community pharmacies that signed up as pharmacy NSPs that the DH required some data collection to take place. The data collection forms were distributed to pharmacies, however it is understood that many pharmacies felt the time required to collect the data was not practical and therefore this process did not appear to be successful.

Another concern expressed by the DH was the amount of money some pharmacies may have been charging for injecting equipment. During the project the Guild was able to speak with 298 Victorian pharmacies regarding the fees they were charging for injecting equipment.

As every community pharmacy operates individually, the responses were broad and varied, however 67% of these pharmacies did indicated that they charge a service fee of \$5.00 or less for a 5 pre-pack kit and that 4% of these pharmacies did not charge fees at all for the pre-pack kits. (appendix 13)

## Training Provided

Anex ran 10 training sessions for Victorian NSP pharmacies, six of these were held in metropolitan Melbourne and four were held in regional Victoria. All the Anex sessions ran for approximately two hours. Additional to this training, the Guild ran some informal training sessions in areas where the numbers of interested community pharmacies were too low to have Anex attend.

The Anex run sessions trained 266 community pharmacy staff on NSP services plus there were approximately 30 pharmacy staff trained informally by the Guild. The purpose of the training was to increase the capacity of staff to provide sterile injecting equipment as part of the Victorian government health promotion strategy to reduce injecting related harm including HIV and Hepatitis C. See Anex report (appendix 14)



(Anex training held in Attwood 13 July 2010)

## Project Achievements

The Guild facilitated 279 community pharmacies registering with the NSP under this project and was able to gather some information on service fees being charged for injecting equipment that was not being obtained via the DH survey collection method. The Guild was also able to establish 'the reasons why' some community pharmacies do not wish to be part of the NSP. – The reasons are outlined in the 'Pharmacies Declining to Provide NSP Services' section overleaf.

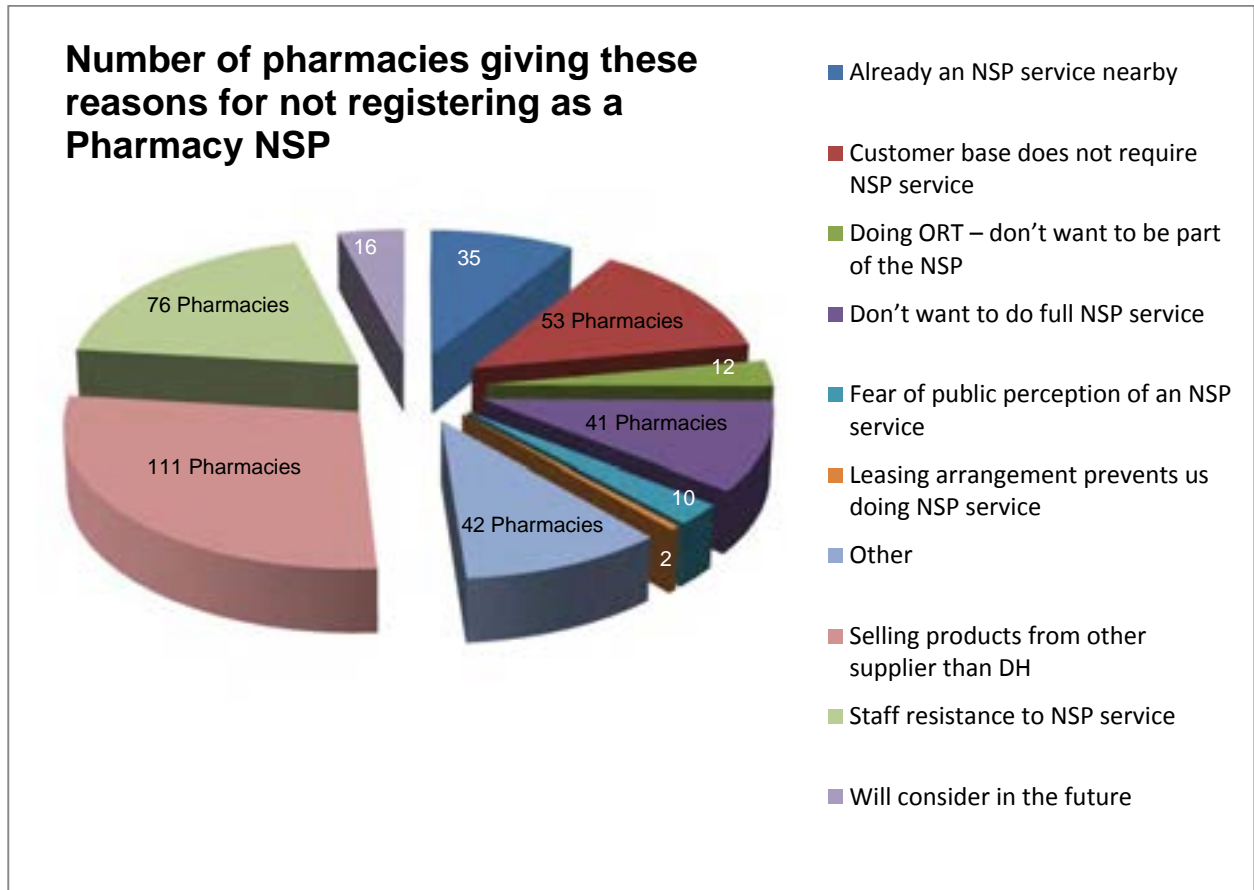
The following is a breakdown of these achievements

	During Project												Registered Victorian NSP Pharmacies	
	Registered Prior				Of those Visited									
	Total Pharmacies	Registered Prior	%	Contacted	%	Visited	%	Registered	%	Declined	%			
<b>Victoria</b>	1217	42	3%	676	56%	380	31%	279	73%	101	27%	321	26%	
<b>District 1</b>	160	8	5%	54	34%	26	16%	22	85%	4	15%	30	19%	
<b>District 2</b>	157	5	3%	78	50%	38	24%	26	68%	12	32%	31	20%	
<b>District 3</b>	140	1	1%	82	59%	48	34%	38	79%	10	21%	39	28%	
<b>District 4</b>	96	3	3%	33	34%	17	18%	15	88%	2	12%	18	19%	
<b>District 5</b>	105	7	7%	41	39%	25	24%	19	76%	6	24%	26	25%	
<b>District 6</b>	141	8	6%	60	43%	39	28%	32	82%	7	18%	40	28%	
<b>District 7</b>	125	7	6%	54	43%	22	18%	16	73%	6	27%	23	18%	
<b>District 8</b>	93	0	0%	93	100%	50	54%	38	76%	12	24%	38	41%	
<b>District 9</b>	48	2	4%	47	98%	30	63%	24	80%	6	20%	26	54%	
<b>District 10</b>	50	0	0%	48	96%	27	54%	15	56%	12	44%	15	30%	
<b>District 11</b>	50	0	0%	34	68%	26	52%	10	38%	16	62%	10	20%	
<b>District 12</b>	52	1	2%	52	100%	32	62%	24	75%	8	25%	25	48%	

### Pharmacies Declining to Provide NSP Services

Of the pharmacies contacted during this project, 397 (59%) declined to register as NSPs. At the request of the DH, the Guild gathered data to provide an understanding of community pharmacies' perspectives to enable more accurate targeting in future projects.

A standard 'NO' response was developed that provided the reasons why pharmacies did not want to implement the NSP into their business. With each pharmacy only able to choose one response, this exercise allowed for a more standardised reporting process.



### Training Program Specific for Community Pharmacy NSP Service Providers

Anex worked with the Guild to develop a training package specifically for community pharmacy and this worked very well. Prior to this project there was no training tailored to specifically cater for the community pharmacy sector.

The feedback from all sessions was extremely positive and provided pharmacy staff with the tools and knowledge they require to successfully run an NSP service within their business. Attached is the training document developed by Anex. (appendix 15)

Feedback from each session held was recorded and the data collated into reports. The feedback reports were provided to Anex after each of the training sessions was undertaken.

(appendices 16-25)

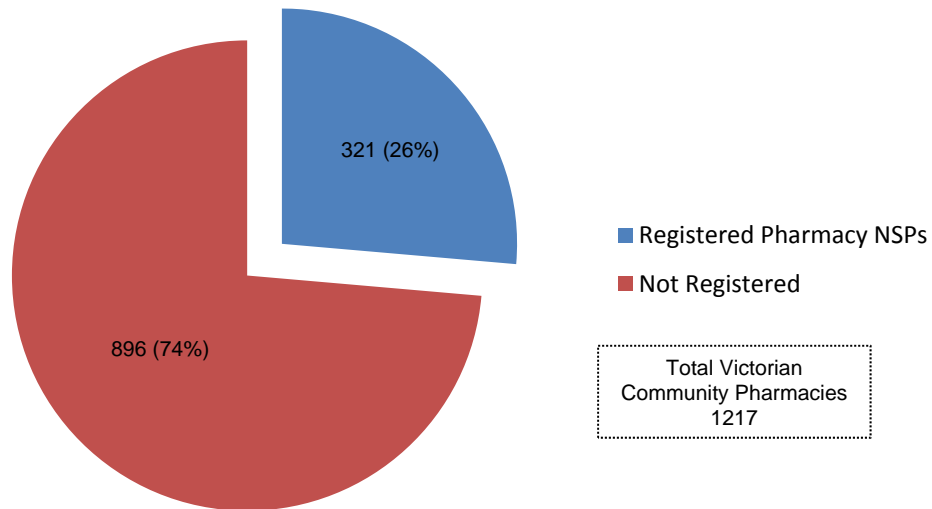
### Contribution towards Government Initiatives

This project saw some significant contribution towards government initiatives such as

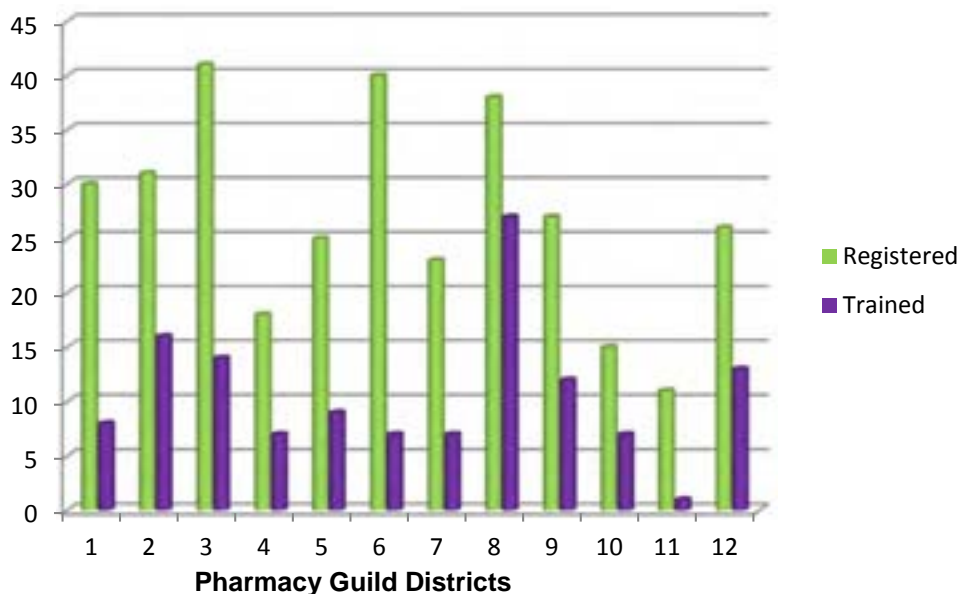
- the increase in the number of NSPs in Victoria
- the number of people now trained in NSP service provision
- the relationships being forged between the AOD and harm reduction sector and
- the wider awareness of issues faced by IDUs.

This can be demonstrated in the attached appendices. (appendix 26)

### Registered Pharmacy NSPs in Victoria as at September 2010



### Number of registered Pharmacy NSPs and staff trained By Guild Districts



## ***Project Sustainability***

Initial discussions with DH indicated it expected around 90 community pharmacies to register as Pharmacy NSPs during this project. The take up rate of community pharmacies providing NSP services was significantly better than expected with 279 (23%) of Victorian community pharmacies registering as NSPs during this project.

The DH will continue to service these pharmacies which will allow them to remain as active Pharmacy NSPs. However, due to pharmacy ownership changes and staff turnover, it is very important to implement a maintenance program or it is envisaged there could be a drop in active Pharmacy NSPs. See *Concerns & Solutions* (appendix 30)

## ***Future Relationships and Continued Partnerships***



An exciting outcome of this project has been the establishment of productive and fruitful working relationships between key stakeholders. A significant partnership developed between Anex and the Guild which allowed for successful delivery of the training component of this project.

However there were many other relationships established between individual community pharmacies, the AOD and the harm reduction sectors. If allowed to flourish, these relationships will be the strength behind the continued success of the NSP in Victoria.

*“If I give them needles & syringes, won’t that encourage them to use drugs?”*

- a. They won’t use the needles and syringes if they don’t have any drugs*
- b. If they do have drugs, isn’t it better to give them new injecting equipment to prevent the spread of disease?*

Source: anecdotal comments made at training sessions



## **Benefits Realised from Project**

Many community pharmacies had already been providing a range of services to IDUs. This was recognised by DH, leading to a number of community pharmacies being identified and then recruited into the NSP through this project. It was also recognised that the longer opening hours of community pharmacies would provide more opportunities for IDUs to access new equipment and dispose of used equipment.

Specific benefits have been categorised into three groups

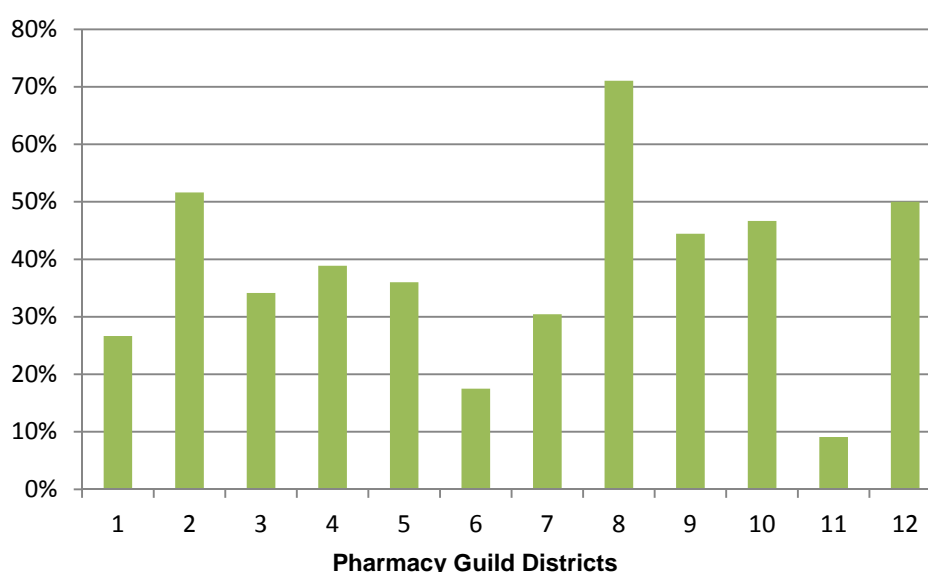
1. Injecting Drug Users
2. Department of Health
3. Community Pharmacies

### ***Injecting Drug Users***

- Improved health strategies to specifically cater for the needs of IDUs
  - An increase in NSP coverage and accessibility to new injecting equipment and safe disposal
  - Anex provided education and training to pharmacy staff of registered NSPs

This was taken up by 39% of community pharmacies that signed up for the NSP providing 266 community pharmacy staff with a better understanding of IDUs health needs (appendix 12)

**Registered NSP Community Pharmacies Trained**  
(during this project)



*Note: Districts 8-12 are Rural Districts*

- Geo-spatial mapping was utilised to identify gaps in NSP service provision and enabled accurate targeting of locations with greater need for NSP services
- Moving towards improved health outcomes for IDUs
  - Enhanced a program that is documented to successfully reduce the spread of BBV, particularly HIV infection
  - A more formal referral system in place to allow for faster responses to requests for information, education and referrals to other health and welfare services

- Community pharmacies are a safe environment that offers greater opportunity to access triage for related health problems like vein care or wound care. Many of the services offered by community pharmacies are complimentary
- The increased number of community pharmacies across Victoria that now provide specific NSP services
- Community pharmacies often have extended trading hours whereas most NSP services operate only during business hours.

### ***Department of Health***

- Community pharmacies providing NSP services increased by 279 (23%) during the 22 month period of this project, bringing the total number of community pharmacies registered as NSPs in Victoria to 321 (26%).  
However it should be noted that not all of the 321 Pharmacy NSPs are currently considered 'active' with the DH. This does not mean that 'in-active' pharmacies are not providing some level of NSP services to their clients i.e. they may still be selling new injecting equipment or they may be providing safe disposal services to their clients.
- The opportunity for publicity/marketing to community pharmacies regarding the benefits of the NSP through the established pharmacy network the Guild has
- The relationships developed between stakeholders involved with this project
- The Guild developed a web-based management information system that allowed the pharmacy facilitators to update information from any location, alleviating the need for version control of documents. This benefited both the Guild and the DH by allowing both organisations to access up to date records without any loss of data through version control errors
- This project provided the conduit for community pharmacy staff and AOD workers to communicate more effectively giving the opportunity for a better understanding of each other's sectors and business models.

### ***Community Pharmacies***

- Increased awareness of NSP services available within their local community
- Created a greater awareness among community pharmacy staff about the AOD and harm reduction sectors by providing information on
  - understanding the impact of providing new equipment in relation to the prevention of spreading BBVs
  - the nature of health issues impacting upon marginalised groups like IDUs such as stigma, prejudices and biases towards IDUs and the myths around the spread of BBVs
- Free professional development training specifically tailored for pharmacy staff - providing knowledge and education on issues relating to IDUs
- Access to various tools and resources to assist with the implementation of the program into the pharmacy, such as: 'If you use .....'sign, NSP Reference Guide, NSP logo stickers
- Professional development points for pharmacists could be collected for attendance at the training sessions

## **Lessons Learned**

Some assumptions made by the Guild and/or DH prior to the commencement of the project were:

- The majority of Victorian community pharmacies would automatically
  - have the rights to operate NSP from their pharmacy premises i.e. no leasing restrictions
  - have the support (or not require permission) of their overarching pharmacy group
- IDUs would automatically trust and accept community pharmacies as NSPs
- There would be trust between AOD workers, community pharmacy staff and IDUs
- The existing stock control systems utilised by other NSPs would suffice for community pharmacies
- Community pharmacies would or could undertake data collection in the same manner as other NSPs

Through persistence and the continued education and training approach this project has taken, we are gaining the trust of the key project stakeholders ensuring the future success of NSP in Victoria.

If funding for another stage of this project could be sourced, we would build upon the project's success and capitalise on the positive outcomes achieved. We now have

- systems developed and in place
- the expertise of organisations like Anex to provide further education and training and
- the beginnings of strong relationships to keep the momentum of the project going.

### **1. Considerations for the different business models operating under this project**

- It was imperative to the success of the project to understanding that primary and secondary NSPs (operating within the AOD and harm reduction sectors) are run under a business model with a social welfare focus, whereas most community pharmacies operate within a commercial business model.
- Feedback from meetings and interviews throughout this project indicated that staff from both the AOD and harm reduction sectors and the community pharmacy sector often had a poor impression of each other, possibly due to the lack of understanding of each other's business operations. The apparent lack of understanding of each other's sector and business models caused some minor difficulties in getting them to work together.
- In future, further consideration should be given to the differing business models of NSP service providers. The desirable outcome is for all NSPs and their staff to work together to achieve better health outcomes for IDUs. How the program is marketed to community pharmacies should differ to how it is marketed to other NSP service providers. Community pharmacies are small businesses, owned by pharmacists, with responsibility for the business's ongoing viability.

## **2. Difficulties with the data collection process**

DH asks all NSP providers to complete a basic survey on every occasion of NSP service. The information they wish to capture is

- client gender
- age range
- equipment taken and returned
- sharing and disposal behaviour/information
- education and referral provision.

There was a lot of resistance towards the DH data collection process by pharmacy NSPs as they generally had the view that it would prove too time consuming to undertake a survey for every transaction.

As the NSP is not a core business strategy for most community pharmacies, the return on their investment would not warrant the time required to collect the data in the current manner in which the DH would like it collected. In the future if the data collection process can be altered, it may be possible to collect some of the data required through point of sale systems.

## **3. Barriers to the implementation of the NSP into community pharmacies**

NSP is not currently perceived as a core strategy for community pharmacy, therefore any risks or barriers that would impede implementing NSP into their business often affected our ability to market the NSP to the pharmacy owner. This has been demonstrated through the number of pharmacies that declined to adopt the NSP during this project.

Many pharmacies see an ethical dilemma around providing equipment for illicit drug use. There is a tendency to stereotype marginalised groups although not all community pharmacy staff have this perspective.

Sample comments made by some community pharmacies revolve around three points.

If we implement NSP into our business:

1. We will face an increase in difficult customers
2. Our staff will incur the unacceptable exposure to difficult customers
3. We open ourselves up to ethical issues surrounding the
  - Provision of equipment for illicit drug use
  - Provision of equipment for illicit drug use to minors, pregnant women etc.

However these issues were addressed through the Anex training and often provided an attitudinal change for pharmacy staff. The feedback received from attendees at the Anex run training sessions was extremely positive and indicated that continued training & education will alleviate community pharmacy staff fears.

Anex was able to stress the importance of providing new injecting equipment in order to reduce the spread of diseases i.e. BBVs.

The other significant barriers faced by community pharmacies in Victoria, is the turnover of staff and business ownership. As these two things are not permanently static, there can always be a change of attitude within a community pharmacy. Unless this issue can continue to be addressed, some of the prejudices, myths and stigmas attached to illicit drug use may reflect in a decline of 'active' pharmacy NSPs. The ultimate goal is to retain the community pharmacies as active participants of the NSP project.

#### **4. Concerns of excessive charging for new equipment by some pharmacy NSPs**

From the outset of this project DH has recognised that community pharmacies are commercial entities with overheads and it therefore accepted that a nominal service fee for the provision of injecting equipment could be applied and payable by the IDU. However the DH would prefer to see minimal charges attached to the NSP service provision.

On occasion the DH has expressed its concerns that some Pharmacy NSPs may be exploiting marginalised groups through excessive charges on equipment that the Pharmacy NSP receives 'at no cost' through the NSP. In response to this concern the Guild spoke with 298 community pharmacies to ascertain what equipment fees were being charged for the equipment distributed through this project. (appendix 13)

It should be recognised that community pharmacies are businesses that need to remain viable, while we cannot guarantee that excessive charging for new equipment will never happen the above mentioned survey demonstrates this is not the usual practice.

#### **5. Concerns for retaining 'Active' pharmacy NSPs**

Approximately half of the community pharmacies registered during this project; are now classified as having an 'in-active' status. This is where the pharmacy has indicated they will not be ordering supplies through DH for the time being. (Note: status becomes 'active' once the pharmacy places an order).

These concerns can be addressed through continued communications with pharmacy NSPs to ensure they are fully aware of the project parameters and comfortable with their commitment to the NSP.

#### **6. Issues around stock control**

Parameters of the project around stock control are not easy for community pharmacies to implement into their business structure. This may cause a further barrier to implementation.

- Stock control was an issue for some community pharmacies due to the longer lead times required through the DH supply chain. Pharmaceutical wholesalers deliver stock to pharmacies within 24 hours i.e. community pharmacies are set up to manage their stock with an expectation of fast re-supply. Whereas utilising the DH system stock can take up to eight days for stock to be delivered. *Note: delivery can be faster if the order is marked 'urgent'.*
- Commercial pre-packed kits are available on the market, these contain water. The DH pre-packed kits do not come with water and many pharmacy NSPs have to purchase water separately and pack that into the DH kits, this is a time consuming and costly exercise.
- The quantities or physical size of some of the items that can be ordered through the DH NSP are quite large, this may cause storage problems for some pharmacies.

These draw backs make it hard for the DH product to compete against the easier supply alternatives for community pharmacies, being the commercial products. However some pharmacy groups have begun to order for their whole group and store the stock in their own central warehouse, this allows them to provide faster distribution to the pharmacies within their group and alleviate the storage issues in the individual pharmacies.

#### **7. Implementing only part of the NSP**

There is no means of guaranteeing that pharmacy NSPs will provide the full range of NSP services, however by communicating expectations to the community pharmacy prior to them registering as a pharmacy NSP should minimise the risk.

There was a precedent set prior to this project commencing, where the National Pharmacy Group were only providing the disposal component of the NSP. This did cause a misunderstanding of the required outcomes by the Guild's pharmacy facilitator. However once this issue was discovered the Guild rectified the problem by contacting all the community pharmacies that had registered for the NSP and ensured they understood the requirements of the program i.e. that they provide all NSP services.

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## **Appendices**

*The appendices contain some of the findings and resource developed as part of this project*

<b>Appendix 1</b>	Pharmacy NSP Recruitment Project How it contributes to three relevant government initiatives
<b>Appendix 2</b>	Community Pharmacy NSP Recruitment Project – Project Plan July 2009
<b>Appendix 3, 4</b>	Position Descriptions for Pharmacy Facilitator roles
<b>Appendix 5, 6, 7, 8, 9</b>	Guild News copies with NSP stories
<b>Appendix 10</b>	Final Project P&L Statement
<b>Appendix 11</b>	Health Protection Project Flowchart
<b>Appendix 12</b>	Pharmacies that Participated in NSP Training
<b>Appendix 13</b>	Responses from Victorian Pharmacies on Fees Charged for Injecting Equipment
<b>Appendix 14</b>	Anex Content for Final Report
<b>Appendix 15</b>	Anex training PowerPoint
<b>Appendix 16 - 25</b>	Feedback reports from Anex training sessions
<b>Appendix 26</b>	Responses to Pharmacy NSP Recruitment Project (see appendix 1)
<b>Appendix 27</b>	The Guild map of metropolitan districts of Victoria (districts 1-7)
<b>Appendix 28</b>	The Guild map of rural districts of Victoria (districts 8-12)
<b>Appendix 29</b>	List of Victorian postcodes by the Guild districts
<b>Appendix 30</b>	Risk & Issues List for the Project

## Appendix 1



Appendix 1

**Pharmacy NSP Recruitment Project - How it contributes to three relevant government initiatives**

Government Initiatives	Aims	Commitments	Actions/Activities	Outcomes
<p>(1) COAG Initiatives - Diversification of Existing Needle and Syringe Programs</p> <p>(2) New Blueprint for AOD Treatment Services</p> <p>(3) Victorian Amphetamine-Type Stimulants and Related Drugs Strategy</p>	(1) to increase injecting drug users accessibility to NSP through recruitment of pharmacies and other outlets	Support the provision of and disposal of injecting equipment.	Work with Pharmacy Guild to promote more active involvement of community pharmacies in Victoria's NSP	Increased access to NSP services through increase in number of outlets distributing needles and syringes and increased coverage of outlets
		Continue to provide access to sterile injection equipment outside standard operating hours	Work with Pharmacy Guild to promote more active involvement of community pharmacies in Victoria's NSP	Better after-hours access to sterile equipment and educational resources
		Promote the take up of secondary NSP's in growth corridor areas and in superclinics	(1) Geographically map current NSP services across Vic ;  (2) Appoint NSP Pharmacy Facilitators and develop Pharmacy NSP Recruitment Plan in consultation with Pharmacy Guild and Anex	(1) Areas where NSP services are lacking are identified;  (2) More pharmacies are recruited into the NSP
	(2) to provide information and training support to pharmacies and other outlets.	Promote AOD training opportunities for pharmacist & GP Clinic Staff	(1) Develop a pharmacy-specific NSP training module in collaboration with Pharmacy Guild and Anex  (2) Promote NSP training programs through NSP Pharmacy Facilitators and Pharmacy Guild	(1) Increase in number of pharmacists and clinic staff attending AOD/NSP training;  (2) Pharmacy training is delivered quarterly across Victoria.
		Improve access to training opportunities for health protection workers	Promote NSP training to pharmacists and pharmacy assistants through collaboration between Anex and Pharmacy Guild	Harm reduction workforce capacity enhanced;
	(3) to build stronger links between harm reduction and other treatment services, thus improving pathways to treatment	Develop stronger connections to counselling services via NSP/pharmacies in growth corridors	Work with NSP Pharmacy Facilitators and Pharmacy Guild to promote referrals from pharmacists	Increased client referrals to counselling services
		Develop the ability of NSP sector to provide opportunistic outreach, brief interventions and appropriate referrals	Develop NSP training modules that are tailored to pharmacists workers	Increased frequency of outreach, interventions and referrals with improved outcomes

## Appendix 2

**Community Pharmacy NSP Recruitment Project**  
**PROJECT PLAN**  
**July 2009**

# Community Pharmacy NSP Recruitment Project

## Project Plan

### Preparation Components:

Key Activity	Objectives	Activities	Timeline
<b>Mapping (1)</b>	Identification of (but not limited to): <ul style="list-style-type: none"> <li>• Locations of pharmacies – all; pharmacotherapy dispensers; NSP registered; NDSS registered</li> <li>• Locations of NSPs – all by model</li> <li>• Locations of NSPs/other sites with external disposal</li> <li>• Locations of Prescribers</li> <li>• LGAs – disposal (see below)</li> <li>• BBV notifications</li> <li>• Wholesalers – current sales to pharmacies</li> </ul>	Gather databases required Investigate mapping software and resources in government Identify most capable program Locate appropriate training Facilitate the creation of multi-layered 'map' of Victoria and border country with service types, topics, etc shown Analyse and report on service provision and identify 'sparse' areas and locations	Dec 2008 – August 2009
<b>Mapping (2)</b>	Report on gaps/omissions to inform implementation	Utilise mapping analysis to develop recommendations for target areas	March - May 2009
<b>Local Government Area (LGA) Disposal Survey</b>	Report and findings inform implementation	Liaise with Victorian Local Governance Association (VLGA) to revise and utilise 2000 Audit document; Update and arrange distribution through VLGA; Receive completed surveys and attachments. Liaise with Disposal Helpline to follow up non-returns; Analyse and write up data with Disposal Helpline. Develop templates for LGA use (eg Policy on used equipment, monitoring sheets, safe retrieval and disposal information, etc) Present findings at Anex Conference (Oct 2009). (Results will also inform Mapping 1 and 2 above)	Commenced December 2008  May 2009  September 2009

<b>Position Descriptions (PDs) for Facilitators</b>	Bev Baxter (Metro, Bayside) Jean Wyldbore (Rural/Regional Victoria) (and refer to PPD)	Draft developed by Dec 2008 Re-work draft to meet Pharmacy Guild style (Approved by Guild – April 2009.)	Jan/Feb 2009
<b>Marketing Program</b>	Liaise with Guild, Anex and other relevant stakeholders (eg Diabetes Australia, Chronic Illness Alliance, Healthwise, Harm Reduction Victoria, APSU, Victoria Police, etc.)	Commence meetings and contacts with relevant personnel in each agency Secure permission to use logos, where appropriate Develop database of publications both hard copy and electronic and detail deadlines, preferred copy format, length of article, etc. Develop schedule Write items and prepare for distribution	Commenced Dec 2008  Commenced Jan 2009; ongoing
<b>Training Program</b>	Liaise with Anex and Guild Training Units	Commence meetings and contacts with training personnel in each agency to develop appropriate training for pharmacy-based NSP In collaboration, develop appropriate training module, timetable, etc. Initiate training program and support implementation	Commenced Dec 2008  March 2008  Ongoing
<b>Monitoring and Evaluation</b>	See PDs and Funding agreement Regular progress reports	Develop reporting template Schedule regular meetings with Guild and HPS personnel Develop reporting schedule and form this should take	Ongoing
<b>Policy &amp; Guidelines</b>	Pharmacy-specific content for revised NSP Policy & Guidelines	Confer with Guild staff and pharmacies to develop key statements for pharmacy-based NSP, to be included in revised NSP Policy & Guidelines document	By end June 2009
<b>Service Agreement</b>	Completed and signed	Finalise Service Agreement	By end July 2009

## Implementation Components:

Key Activity	Targets/outcomes	Activities	Timeline
<b>Enrolment &amp; Registration</b> <b>Regional visits</b>	Utilise Mapping report to target activity areas Report on gaps/omissions to inform implementation LGA Report and findings inform implementation	Make contact with targets – existing NSP and potential NSP venues - in identified need areas Develop timetable/schedule to visit each and provide info, develop relationship, and register venue Audit safe disposal options and liaise with relevant stakeholders (eg NSP, Pharmacies, Local Government, etc.)	From March 2009
<b>Networking</b>	Networks and support for registered pharmacies by AoD Coordinators, mobile drug outreach workers, nearby primary and secondary NSPs, other relevant health care providers, etc.	Facilitate meetings/contact with existing NSP/other relevant services (eg Mobile Drug Safety Workers, DHS Regional AoD Coordinators, etc) in area to encourage development of local network/s	Ongoing
<b>Marketing Program</b>	Ongoing, increasing awareness of NSP program and progress	Source range of quotes from: <ul style="list-style-type: none"> <li>• pharmacists happy with the program</li> <li>• NSP staff successfully liaising with pharmacies</li> <li>• clients/users of pharmacy based services</li> </ul> Continue to produce material for publication, both hard copy and web-based	Ongoing
<b>Training Program</b>	Ensure training needs are being met	Provide short-term interim training for newly-registered pharmacies in absence of Anex/Guild courses Review evaluations with relevant staff/agency personnel	Ongoing
<b>Monitoring and Evaluation</b>	See PDs and Funding agreement Regular progress reports	Regular meetings with Guild and HPS personnel Maintain reporting schedule	Ongoing

## Appendices 3 & 4

## Position Description

### Pharmacy Guild of Australia Victorian Branch

<b>Team Members Name:</b>	<b>Bev Baxter</b>	<b>Position:</b>	<b>Pharmacy Facilitator Health Protection (Metro)</b>
<b>Business Unit:</b>	<b>Professional Services</b>	<b>Location:</b>	<b>Victoria</b>
<b>Reports to Position:</b>	<b>Manager Professional Services</b>	<b>Name:</b>	<b>Leigh Andrews</b>
<b>Position Funded by:</b>	<b>Victoria Branch</b>	<b>Position Load:</b>	<b>Contract – Part time to June 30, 2010</b>

Authorised By: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Team Members Signature: \_\_\_\_\_

#### Office Use Only:

Last PD Review Date: \_\_\_\_\_ Next PD Review Date \_\_\_\_\_

Date Approved By Manager: \_\_\_\_\_ Signature: \_\_\_\_\_

#### **Purpose of Position**

The key objective of the **Pharmacy Facilitator – Health Protection (Regional)** is to effectively perform the activities described in this position description to ensure the successful operation of this project.

The person filling this position agrees that their behaviour and professional conduct must reflect the values of the Pharmacy Guild of Australia - Victoria.

#### **Supports Strategic Direction**

Understands and supports the organisations vision, mission statement, corporate values and key strategies. Communicates and follows direction provided by supervisor. Recognises how own work contributes to the achievement of organisational goals.

#### **Location**

Offices for the Pharmacy Guild of Australia – Victoria are located on Level 2, 40 Burwood Road, Hawthorn. This role is an offsite position, travel is required throughout regional Victoria. There is a requirement for attendance at the Hawthorn office to attend meetings etc on a regular basis.

#### **Required Competencies**

The key performance indicators (KPIs) for this role are listed in the Key Results Areas (KRAs) section of this document. If you are unable to perform your role for any reason you are required to contact your Manager immediately.

- A. Demonstrated knowledge of the principles of public health goals and strategies, particularly where they relate to the provision of sterile injection equipment, blood-borne viral infections and illicit drug use.
- B. Understanding of communicable disease prevention and harm reduction strategies
- C. Demonstrate high level verbal and written communication skills (including report writing) and the ability to work independently or within a small team, along with strong inter-personal skills
- D. Knowledge and experience of working with retail pharmacy and pharmacists



- E. Completion of a relevant degree or equivalent combination of qualifications and/or experience
- F. Availability to travel throughout Victoria when required

<b>Limits of Authority</b>
1. Cannot dispose, sell or purchase any asset without approval of the Manager Professional Services
2. Must return any property owned by the Pharmacy Guild of Australia – Victoria prior to the cessation of employment
3. Cannot commit the Pharmacy Guild of Australia to any promotion or sponsorship without approval of Manager Professional Services
4. Cannot commit to any advertising without approval Manager Professional Services
5. Where there is a dispute between yourself and team members, external contacts or members, this is to be referred to your Manager at the earliest instance
<b>Working Relationships</b>

<b>Reports To</b>	<b>Manager Professional Services</b>
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<b>Functionally Related To</b>	
	Other team members within the Professional Services Business Unit
	Receptionist
	Member Services Business Unit
	Finance and Administration Business Unit
	Information Technology & Design Business Unit
	Quality Care Pharmacy Program Business Unit
	Training Services Business Unit
	Executive Services Business Unit

<b>Intra Branch Relationships</b>	
	The Pharmacy Guild of Australia – National Secretariat
	All other branches of The Pharmacy Guild of Australia

<b>External Contacts /Relationships</b>	
	Department of Human Services
	Community Pharmacies
	Other Allied Health organisations

The above relationships apply, however this role may require the incumbent to liaise with other stakeholders not listed above.

<b>Guild Policies and Code of Conduct</b>
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The Pharmacy Guild of Australia – Victoria has several policies that team members are required to abide by. Full details of all policies can be found in the Pharmacy Guild of Australia – Victoria 'Team Manual'. *This is currently under review.*

## Position Title: Accounts Payable Administrative Assistant

### Key Result Areas

<b>Key Result Areas (KRA's)</b> Specific objectives indicating why the position exists.	<b>Personal Responsibilities</b> What the KRA is designed to achieve.	<b>Time Line</b> When the KRA is to be achieved.	<b>Standards/Measurement</b> When will we know the required standard has been achieved and how will it be measured (Key Performance Indicator)?
Implement the NSP project using the Work Plan developed by DHS	<ul style="list-style-type: none"> <li>Ensuring the outcomes of the Work Plan are carried out in a professional manner</li> <li>Provide leadership and support to community pharmacy with the implementation of the NSP</li> <li>Encourage community pharmacies to sign on to the NSP</li> </ul>	Currently required	<ul style="list-style-type: none"> <li>All targets within the DHS Work Plan are met on time</li> <li>An increase in the number of users of the NSP</li> <li>Ensure all community pharmacy users of the NSP are utilising the program correctly</li> </ul>
Liaise with community pharmacies regarding injecting drug users and related issues	<ul style="list-style-type: none"> <li>Ensuring staff of community pharmacies are informed of the needle availability program and related harm reduction issues in Victoria</li> </ul>	Currently required	<ul style="list-style-type: none"> <li>Ensure all targets within the DHS Work Plan are met on time</li> <li>An increase in the number of users of the NSP</li> </ul>
Always represent the Pharmacy Guild in a professional manner	<ul style="list-style-type: none"> <li>Always present a positive image of the organisation both internally and externally through effective communication strategies</li> </ul>	Currently required	<ul style="list-style-type: none"> <li>Feedback regarding implementation of the NSP</li> <li>Comply with the Pharmacy Guild of Australia – Victoria</li> </ul>
Assist in the development and implementation of educational resource material for the NSP that can be used in community pharmacy	<ul style="list-style-type: none"> <li>Assist in the successful education of community pharmacists and their staff in the NSP, related injecting drug users issues and harm minimisation processes</li> </ul>	Currently required	<ul style="list-style-type: none"> <li>Effectiveness of training programs</li> <li>Satisfaction levels as measured by surveys, reports and feedback</li> </ul>
Complete necessary administration requirements for the NSP project	<ul style="list-style-type: none"> <li>Ensure all required reporting processes are completed in a professional and timely manner</li> </ul>	Currently required	<ul style="list-style-type: none"> <li>Reports completed on time with relevant and necessary information provided</li> </ul>
Reporting any non-conformances or opportunities for improvement in the Quality System	<ul style="list-style-type: none"> <li>Identify potential barriers to the NSP and develop strategies to overcome</li> <li>Ensure all required reporting processes are completed in a professional and timely manner</li> </ul>	Currently required	<ul style="list-style-type: none"> <li>Feedback regarding implementation of the NSP</li> <li>Ensure DHS are informed of issues as they arise</li> </ul>

## Critical Competency Ratings

Critical competencies are those behavioural components associated with your work that are determined to be of critical importance. The scale below represents the level of competency that is expected for your role. The rating for each competency will be between 1 and 5 with 5 being the highest level for a given competency, and N/A when the competency is not applicable to the position. Competencies that are considered more important to the position will attract a higher rating.

<b>N/A</b>	<p><b>Competency Not Shown</b> This competency is not applicable or not shown by the individual.</p>
<b>Level 1</b>	<p><b>Minimum Level</b> This competency is utilised occasionally in your position. You have a minimum level of understanding of this competency, which is displayed in your behaviour.</p>
<b>Level 2</b>	<p><b>Basic Level</b> You have a sound knowledge of this competency and are able to display a basic level of this competency in your behaviour. That means you that your behaviour is measurably above the minimum level.</p>
<b>Level 3</b>	<p><b>Intermediate Level</b> Your knowledge of this competency is sound and you are able to utilise and display this competency at an intermediate level. This includes having sound knowledge and ability to utilise this competency in your position. You would be competent in passing your knowledge of this competency on to others at the basic and minimum levels.</p>
<b>Level 4</b>	<p><b>High Level</b> This competency is critical to your success and therefore is seen as a key competency for you to perform your role. Peers and management would see you as a having a high level of competency, which is displayed in your behaviour. You would be able to discuss and train people with lower levels of this competency.</p>
<b>Level 5</b>	<p><b>Very High Level</b> This competency is critical to your success and therefore is seen as a key competency for you to perform your role. You practice this competency at a very high level at all times. You also have a very high knowledge of why this competency is critical to your position and are continually looking for ways for yourself and others to further improve their level of this competency.</p>

<b>Critical Competencies</b>	
<b>Competency</b>	<b>Rating</b>
<p><b><u>Aligning Activities with Organisations Goals</u></b> Ability to understand the organisations goals and objectives and align daily activities outlined in the position description to achieve the KRA's</p>	<b>4</b>
<p><b><u>Planning and Co-ordinating</u></b> Effectively utilising information, organising resources, scheduling actions into work plans and devising methods to improve effectiveness to realise the organisations goals and objectives.</p>	<b>4</b>
<p><b><u>Motivating Others</u></b> Ability to motivate utilising relationship and task skills to influence people to achieve organisation goals and objectives. This includes empowering others.</p>	<b>4</b>
<p><b><u>Teamwork</u></b> Working co-operatively and adopting 'team ethic' to achieve the organisations objectives.</p>	<b>4</b>
<p><b><u>Team Management &amp; Development</u></b> Includes team member's in planning, decision-making, facilitating and process improvement; takes responsibility for team member's' activities; makes self available to team members; provides regular performance feedback; develops team member' skills and encourages growth; solicits and applies customer feedback (internal and external); fosters quality focus in others; improves processes, and services.</p>	<b>4</b>
<p><b><u>Application of Knowledge</u></b> Having the necessary process, technical and professional knowledge for the position and commitment in applying it to daily tasks.</p>	<b>4</b>
<p><b><u>Communication</u></b> Is the ability to provide and share information so that others can understand a situation and take action in a timely and efficient manner.</p>	<b>4</b>
<p><b><u>Customer Focus</u></b> Keeping internal and external customer needs and requirements paramount when making decisions and taking action.</p>	<b>4</b>
<p><b><u>Relationship Building</u></b> The ability to identify, build and maintain short and long term relationships useful for achieving outcomes.</p>	<b>4</b>
<p><b><u>Results Focus</u></b> Ensuring focus for self and others (direct reportees) is on achieving the KRA's in the position description, supplemented with the critical competencies to obtain the organisations objectives.</p>	<b>4</b>
<p><b><u>Accountability and Responsibility</u></b> Intentions to ensure self and others (direct reportees) accept responsibility for delegated tasks and are held accountable for the outcomes.</p>	<b>4</b>
<p><b><u>Initiative</u></b> Taking action when the job or situation requires without waiting to be told. Includes being persistent and proactive in addressing opportunities and achieving objectives.</p>	<b>4</b>
<p><b><u>Judgment</u></b> Understanding the way the business operates and being able to make well informed decisions in a timely and effective manner, which will benefit the business.</p>	<b>4</b>
<p><b><u>Learning Ability</u></b> Desire to increase skill, knowledge and to learn more about business related issues, with the commitment to apply that knowledge to improve individual performance.</p>	<b>4</b>
<p><b><u>Emotional Intelligence (EQ)</u></b> Manages own feelings and emotions and whilst you may be affected by home or work activities your behaviour demonstrates that you are a team player accepting and supporting management in its decisions. EQ also includes managing your emotions in a positive manner, motivating yourself, recognising emotions in others and communicating in a positive manner.</p>	<b>4</b>
<p><b><u>Work Ethic</u></b> The amount of work that you achieve, your willingness to take on additional duties and ability to go above and beyond the call of duty. This also includes taking on additional responsibilities when team members are away or when given a directive by your manager.</p>	<b>4</b>

## Position Description

### Pharmacy Guild of Australia Victorian Branch

<b>Team Members Name:</b> Jean Wyldbore	<b>Position:</b> Pharmacy Facilitator Health Protection (Regional)
<b>Business Unit:</b> Professional Services	<b>Location:</b> Victoria
<b>Reports to Position:</b> Manager Professional Services	<b>Name:</b> Leigh Andrews
<b>Position Funded by:</b> Victoria Branch	<b>Position Load:</b> Contract to June 30, 2010

Authorised By: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Team Members Signature: \_\_\_\_\_

#### Office Use Only:

Last PD Review Date: \_\_\_\_\_ Next PD Review Date \_\_\_\_\_

Date Approved By Manager: \_\_\_\_\_ Signature: \_\_\_\_\_

#### **Purpose of Position**

The key objective of the **Pharmacy Facilitator – Health Protection (Regional)** is to effectively perform the activities described in this position description to ensure the successful operation of this project.

The person filling this position agrees that their behaviour and professional conduct must reflect the values of the Pharmacy Guild of Australia - Victoria.

#### **Supports Strategic Direction**

Understands and supports the organisations vision, mission statement, corporate values and key strategies. Communicates and follows direction provided by supervisor. Recognises how own work contributes to the achievement of organisational goals.

#### **Location**

Offices for the Pharmacy Guild of Australia – Victoria are located on Level 2, 40 Burwood Road, Hawthorn. This role is an offsite position, travel is required throughout regional Victoria. There is a requirement for attendance at the Hawthorn office to attend meetings etc on a regular basis.

#### **Required Competencies**

The key performance indicators (KPIs) for this role are listed in the Key Results Areas (KRAs) section of this document. If you are unable to perform your role for any reason you are required to contact your Manager immediately.

- A. Demonstrated knowledge of the principles of public health goals and strategies, particularly where they relate to the provision of sterile injection equipment, blood-borne viral infections and illicit drug use.
- B. Understanding of communicable disease prevention and harm reduction strategies
- C. Demonstrate high level verbal and written communication skills (including report writing) and the ability to work independently or within a small team, along with strong inter-personal skills
- D. Knowledge and experience of working with retail pharmacy and pharmacists

## Appendix 4

- E. Completion of a relevant degree or equivalent combination of qualifications and/or experience
- F. Availability to travel throughout Victoria when required

<b>Limits of Authority</b>
1. Cannot dispose, sell or purchase any asset without approval of the Manager Professional Services
2. Must return any property owned by the Pharmacy Guild of Australia – Victoria prior to the cessation of employment
3. Cannot commit the Pharmacy Guild of Australia to any promotion or sponsorship without approval of Manager Professional Services
4. Cannot commit to any advertising without approval Manager Professional Services
5. Where there is a dispute between yourself and team members, external contacts or members, this is to be referred to your Manager at the earliest instance

<b>Working Relationships</b>
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<b>Reports To</b>	<b>Manager Professional Services</b>
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<b>Functionally Related To</b>	
	Other team members within the Professional Services Business Unit
	Receptionist
	Member Services Business Unit
	Finance and Administration Business Unit
	Information Technology & Design Business Unit
	Quality Care Pharmacy Program Business Unit
	Training Services Business Unit
	Executive Services Business Unit

<b>Intra Branch Relationships</b>	
	The Pharmacy Guild of Australia – National Secretariat
	All other branches of The Pharmacy Guild of Australia

<b>External Contacts /Relationships</b>	
	Department of Human Services
	Community Pharmacies
	Other Allied Health organisations

The above relationships apply, however this role may require the incumbent to liaise with other stakeholders not listed above.

<b>Guild Policies and Code of Conduct</b>
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The Pharmacy Guild of Australia – Victoria has several policies that team members are required to abide by. Full details of all policies can be found in the Pharmacy Guild of Australia – Victoria 'Team Manual'. *This is currently under review.*

## Position Title: Accounts Payable Administrative Assistant

### Key Result Areas

<b>Key Result Areas (KRA's)</b> Specific objectives indicating why the position exists.	<b>Personal Responsibilities</b> What the KRA is designed to achieve.	<b>Time Line</b> When the KRA is to be achieved.	<b>Standards/Measurement</b> When will we know the required standard has been achieved and how will it be measured (Key Performance Indicator)?
Implement the NSP project using the Work Plan developed by DHS	<ul style="list-style-type: none"> <li>Ensuring the outcomes of the Work Plan are carried out in a professional manner</li> <li>Provide leadership and support to community pharmacy with the implementation of the NSP</li> <li>Encourage community pharmacies to sign on to the NSP</li> </ul>	Currently required	<ul style="list-style-type: none"> <li>All targets within the DHS Work Plan are met on time</li> <li>An increase in the number of users of the NSP</li> <li>Ensure all community pharmacy users of the NSP are utilising the program correctly</li> </ul>
Liaise with community pharmacies regarding injecting drug users and related issues	<ul style="list-style-type: none"> <li>Ensuring staff of community pharmacies are informed of the needle availability program and related harm reduction issues in Victoria</li> </ul>	Currently required	<ul style="list-style-type: none"> <li>Ensure all targets within the DHS Work Plan are met on time</li> <li>An increase in the number of users of the NSP</li> </ul>
Always represent the Pharmacy Guild in a professional manner	<ul style="list-style-type: none"> <li>Always present a positive image of the organisation both internally and externally through effective communication strategies</li> </ul>	Currently required	<ul style="list-style-type: none"> <li>Feedback regarding implementation of the NSP</li> <li>Comply with the Pharmacy Guild of Australia – Victoria</li> </ul>
Assist in the development and implementation of educational resource material for the NSP that can be used in community pharmacy	<ul style="list-style-type: none"> <li>Assist in the successful education of community pharmacists and their staff in the NSP, related injecting drug users issues and harm minimisation processes</li> </ul>	Currently required	<ul style="list-style-type: none"> <li>Effectiveness of training programs</li> <li>Satisfaction levels as measured by surveys, reports and feedback</li> </ul>
Complete necessary administration requirements for the NSP project	<ul style="list-style-type: none"> <li>Ensure all required reporting processes are completed in a professional and timely manner</li> </ul>	Currently required	<ul style="list-style-type: none"> <li>Reports completed on time with relevant and necessary information provided</li> </ul>
Reporting any non-conformances or opportunities for improvement in the Quality System	<ul style="list-style-type: none"> <li>Identify potential barriers to the NSP and develop strategies to overcome</li> <li>Ensure all required reporting processes are completed in a professional and timely manner</li> </ul>	Currently required	<ul style="list-style-type: none"> <li>Feedback regarding implementation of the NSP</li> <li>Ensure DHS are informed of issues as they arise</li> </ul>

## Critical Competency Ratings

Critical competencies are those behavioural components associated with your work that are determined to be of critical importance. The scale below represents the level of competency that is expected for your role. The rating for each competency will be between 1 and 5 with 5 being the highest level for a given competency, and N/A when the competency is not applicable to the position. Competencies that are considered more important to the position will attract a higher rating.

<b>N/A</b>	<p><b>Competency Not Shown</b> This competency is not applicable or not shown by the individual.</p>
<b>Level 1</b>	<p><b>Minimum Level</b> This competency is utilised occasionally in your position. You have a minimum level of understanding of this competency, which is displayed in your behaviour.</p>
<b>Level 2</b>	<p><b>Basic Level</b> You have a sound knowledge of this competency and are able to display a basic level of this competency in your behaviour. That means you that your behaviour is measurably above the minimum level.</p>
<b>Level 3</b>	<p><b>Intermediate Level</b> Your knowledge of this competency is sound and you are able to utilise and display this competency at an intermediate level. This includes having sound knowledge and ability to utilise this competency in your position. You would be competent in passing your knowledge of this competency on to others at the basic and minimum levels.</p>
<b>Level 4</b>	<p><b>High Level</b> This competency is critical to your success and therefore is seen as a key competency for you to perform your role. Peers and management would see you as a having a high level of competency, which is displayed in your behaviour. You would be able to discuss and train people with lower levels of this competency.</p>
<b>Level 5</b>	<p><b>Very High Level</b> This competency is critical to your success and therefore is seen as a key competency for you to perform your role. You practice this competency at a very high level at all times. You also have a very high knowledge of why this competency is critical to your position and are continually looking for ways for yourself and others to further improve their level of this competency.</p>



<b>Critical Competencies</b>	
<b>Competency</b>	<b>Rating</b>
<p><b><u>Aligning Activities with Organisations Goals</u></b> Ability to understand the organisations goals and objectives and align daily activities outlined in the position description to achieve the KRA's</p>	<b>4</b>
<p><b><u>Planning and Co-ordinating</u></b> Effectively utilising information, organising resources, scheduling actions into work plans and devising methods to improve effectiveness to realise the organisations goals and objectives.</p>	<b>4</b>
<p><b><u>Motivating Others</u></b> Ability to motivate utilising relationship and task skills to influence people to achieve organisation goals and objectives. This includes empowering others.</p>	<b>4</b>
<p><b><u>Teamwork</u></b> Working co-operatively and adopting 'team ethic' to achieve the organisations objectives.</p>	<b>4</b>
<p><b><u>Team Management &amp; Development</u></b> Includes team member's in planning, decision-making, facilitating and process improvement; takes responsibility for team member's' activities; makes self available to team members; provides regular performance feedback; develops team member' skills and encourages growth; solicits and applies customer feedback (internal and external); fosters quality focus in others; improves processes, and services.</p>	<b>4</b>
<p><b><u>Application of Knowledge</u></b> Having the necessary process, technical and professional knowledge for the position and commitment in applying it to daily tasks.</p>	<b>4</b>
<p><b><u>Communication</u></b> Is the ability to provide and share information so that others can understand a situation and take action in a timely and efficient manner.</p>	<b>4</b>
<p><b><u>Customer Focus</u></b> Keeping internal and external customer needs and requirements paramount when making decisions and taking action.</p>	<b>4</b>
<p><b><u>Relationship Building</u></b> The ability to identify, build and maintain short and long term relationships useful for achieving outcomes.</p>	<b>4</b>
<p><b><u>Results Focus</u></b> Ensuring focus for self and others (direct reportees) is on achieving the KRA's in the position description, supplemented with the critical competencies to obtain the organisations objectives.</p>	<b>4</b>
<p><b><u>Accountability and Responsibility</u></b> Intentions to ensure self and others (direct reportees) accept responsibility for delegated tasks and are held accountable for the outcomes.</p>	<b>4</b>
<p><b><u>Initiative</u></b> Taking action when the job or situation requires without waiting to be told. Includes being persistent and proactive in addressing opportunities and achieving objectives.</p>	<b>4</b>
<p><b><u>Judgment</u></b> Understanding the way the business operates and being able to make well informed decisions in a timely and effective manner, which will benefit the business.</p>	<b>4</b>
<p><b><u>Learning Ability</u></b> Desire to increase skill, knowledge and to learn more about business related issues, with the commitment to apply that knowledge to improve individual performance.</p>	<b>4</b>
<p><b><u>Emotional Intelligence (EQ)</u></b> Manages own feelings and emotions and whilst you may be affected by home or work activities your behaviour demonstrates that you are a team player accepting and supporting management in its decisions. EQ also includes managing your emotions in a positive manner, motivating yourself, recognising emotions in others and communicating in a positive manner.</p>	<b>4</b>
<p><b><u>Work Ethic</u></b> The amount of work that you achieve, your willingness to take on additional duties and ability to go above and beyond the call of duty. This also includes taking on additional responsibilities when team members are away or when given a directive by your manager.</p>	<b>4</b>

Appendices 5, 6, 7, 8 and 9



The Pharmacy  
Guild of Australia

# Guild News

Victoria

February 2009

## RETAIL LEASING SEMINARS

In the current economic climate, are you fearful of negotiating your retail lease, are you looking for the secrets to getting the best deal from your landlord?

A new publication is being launched in 2009 entitled "*The Pharmacists' Guide to Retail Lease Negotiations and Administration*" by Hymie Zawatzky. The publication will be launched as part of a seminar discussing leasing issues, which is to be held at four locations in Victoria.

Frank Sirianni and Hymie Zawatzky will be discussing retail lease negotiation and current pharmacy trends with ample time scheduled to answer your specific questions. In uncertain economic times, this is your opportunity to learn how to negotiate a better lease, and to operate your pharmacy more cost effectively without reducing service to your customers.

### Event Details

#### \$80 for Guild Members

includes breakfast, handouts and "*The Pharmacists' Guide to Retail Lease Negotiations and Administration*" by Hymie Zawatzky

#### \$120 for Non Members

includes breakfast, handouts and "*The Pharmacists' Guide to Retail Lease Negotiations and Administration*" by Hymie Zawatzky

Suburb	Date	Time
Geelong:	Tuesday 24 February	7am - 9:30am
Bendigo:	Thursday 26 February	7pm - 9:30pm
Traralgon:	Thursday 19 March	7am - 9:30am
Melbourne:	Tuesday 31 March	7am - 9:30am

To register go to [www.guildevents.com.au](http://www.guildevents.com.au) or for more information contact Annita Sawyer on 03 9810 9999



The Pharmacy  
Guild of Australia

## The Pharmacists Guide To Retail Lease Negotiation And Administration



Written By Hymie Zawatzky

2009 Edition

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# APP 2009

2-5 April

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## GUILD AND DHS COLLABORATION CONTINUES

The Department of Human Services (DHS) is collaborating with the Pharmacy Guild (Victoria) to provide better access to sterile injecting equipment and safe disposal of used injecting equipment.

This exciting collaboration involves the employment of two Pharmacy Facilitators, Bev Baxter and Jean Wyldbore, who will be contacting and enrolling community pharmacies throughout Victoria in this Needle & Syringe Program (NSP).

The NSP in Victoria provides free injecting equipment, sharps disposal containers and safe-sex products as well as safe disposal of used injecting equipment, which is all at no cost to the pharmacy. There are 300 NSP-registered agencies in Victoria, of which 35 are community pharmacies. This NSP project aims to increase the community pharmacy involvement.

Pharmacies will be given the opportunity to register as full NSPs in the coming months. However, in the short term, DHS is asking that pharmacies give consideration to

providing free safe disposal facilities - by distributing sharps containers and accepting used equipment for safe disposal. This will assist pharmacy and NSP clients to ensure that their used equipment doesn't end up in the domestic or public waste or recycle streams.

The sharps containers and disposal services are provided at no charge by DHS.

The sharps disposal service is available to any user of injecting equipment. Pharmacies that are not comfortable accepting used injecting equipment must refer their clients to the nearest NSP outlet or other safe disposal facility - such as those provided by local council or another pharmacy - to ensure that optimum safety is maintained for all the community.

Full pharmacy specific NSP training will be available on a regular basis in the coming months throughout Victoria.

For further information, please contact

### Bev Baxter

The Pharmacy Guild of Australia, Victoria

Telephone: 03 9810 9999

Mobile: 0429 007 775

Email: [bev.baxter@vic.guild.org.au](mailto:bev.baxter@vic.guild.org.au)

or

### Jean Wyldbore

Department of Human Services, Health Protection Services

Telephone: 9096 0322

Mobile 0408 055 245

E-mail: [jean.wyldbore@dhs.vic.gov.au](mailto:jean.wyldbore@dhs.vic.gov.au)

## STOLEN PRESCRIPTION PAD NOTIFICATIONS

The Department of Human Services has been notified of the recent theft of prescription pads from the following doctors:

SUBURB	NAME	ADDRESS
BROADFORD	Dr Janis Baker	Broadford Medical Centre - 28 Powlett Street
CARLTON NORTH	Dr Fiona Cochrane	488 Rathdowne Street
DANDENONG	Dr Gabriel Coptil	Stud Rd Medical Centre - 82 Stud Road
MANSFIELD	Dr John Hall	Central General Practice - 38 Highett Street
ST KILDA	Dr Peter O'Brien	Barkly Street Medical Centre - 60 Barkly Street
WANTIRNA SOUTH	Dr Tom Sivapalan	Access Medical Group - 1 Rezes Street

## MEDICAL PRACTITIONERS BOARD OF VICTORIA NOTIFICATIONS

The Medical Practitioners Board of Victoria has advised that:

Dr Joseph Cohen is unable to practice medicine or prescribe medication.  
MPG052307

Dr Ian Harold Douglas has been suspended, effective immediately. MPG182840

Dr Chander Hrstic is unable to prescribe any Schedule 8 poisons, benzodiazepines or codeine containing compounds.  
MPG242625

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# Guild News

## Victoria

### COMMUNITY PHARMACIES UNITE TO AID BUSHFIRE VICTIMS

The devastating effects of the Victorian bushfire tragedy have been widespread, impacting pharmacy businesses as well as pharmacists and their customers.

While no pharmacies were lost in the bushfires, Kinglake Pharmacy did suffer significant stock loss due to heat damage and was not accessible and unable to operate due to limited power, water and supply line. The Marysville Depot is now also out of operation due to the extensive damage caused to the town.

Alexandra, Whittlesea and Yea pharmacies have all seen a considerable increase in customers, most of whom are without scripts or the finances to purchase medications as well as other goods available in pharmacies.

The Guild is aware that, as a result, these pharmacies and others are dispensing prescription and over the counter items free of charge. The Guild would like to assure pharmacists that they will be reimbursed for the cost of these items.

Medicare Australia will provide reimbursement for the distribution of PBS items and the Guild will cover the cost of all non-PBS and OTC items provided to customers without funds. In order to ensure adequate reimbursement of funds, the Guild has requested that pharmacists record all transactions involving PBS, non-PBS and OTC items. The Guild is endeavouring to provide this reimbursement as quickly as possible.

Victorian Guild president Dipak Sanghvi said it was wonderful to see how community pharmacy had banded together to help each other and their communities.

"We have been inundated by pharmacists offering assistance as well as pharmacy suppliers who are donating goods and services. I would encourage everyone in the industry to donate generously to the Red Cross fund," he said.

"Many pharmacists and their staff have been directly affected by the fires, either with the loss of loved ones or their homes. We are working closely with our members in the fire affected areas and we are doing whatever we can to assist them during this terrible time.



The Guild would like to thank pharmacists and their staff for their generosity and understanding during this challenging time, and would like to reassure pharmacists and customers alike that it will continue to support those affected by the bushfires as wholly as possible.

"I have to commend those who work in the community pharmacies in those areas as they have been working tirelessly to assist the victims, both in their pharmacies and in local relief centres."

*"I don't think anyone could have imagined the destruction that has occurred. We have all been deeply touched and saddened by the stories and images that have been broadcast around the world. Our sympathies are with those who have suffered."*

In addition to the services being provided by the Guild, the Victorian and Commonwealth Governments have announced assistance for small businesses directly impacted by the bushfires.

The assistance package includes a \$5000 emergency business grant for small businesses that have lost property or tools, and a low-interest loan scheme for those whose physical assets have been destroyed or damaged as a result of the bushfires.

All bushfire affected businesses are eligible for free business advice and counselling services. Further information on these services can be found by visiting [www.ruralfinance.com.au](http://www.ruralfinance.com.au), [www.business.vic.gov.au](http://www.business.vic.gov.au) or by phoning 13 22 15.

A temporary living and re-establishment grant is also available to people whose principal place of residence has been made uninhabitable and a Commonwealth grant has been made available to provide short-term financial assistance to those affected by the fires. Information on these grants can be found at [www.dhs.vic.gov.au/emergency](http://www.dhs.vic.gov.au/emergency)

The Guild would like to thank pharmacists and their staff for their generosity and understanding during this challenging time, and would like to reassure pharmacists and customers alike that it will continue to support those affected by the bushfires as wholly as possible.

Should you have any enquiries regarding the services being provided by the Guild, please do not hesitate to contact Maurice Sheehan or Michael Hook on (03) 9810 9999.

## SO WHAT IS THE 'NSP'???

*In the last issue of Guild News we announced a new Guild/DHS project to expand access to sterile injecting equipment, as well as the safe disposal of used equipment, by registering community pharmacies as Needle & Syringe Program (NSP) sites.*

*For this issue of the News, we thought it would be timely to provide some information about the Program and the project, evidence for the effectiveness of NSP, and reiterate the importance of community pharmacies to the Program.*

"Needle and Syringe Programs have prevented thousands of cases of HIV and hepatitis C infection among people who inject drugs and in turn have protected the wider community."<sup>1</sup>

### What are they for? Why do we have them?

The NSP is an important public health protection measure, initially developed to prevent the spread of HIV through the injecting community via the distribution of sterile injecting equipment and the safe disposal of used equipment.

The Program has proven itself over time. For example, Australian governments invested \$130 million in NSP between 1991 and 2000. This resulted in the prevention of an estimated 25,000 cases of HIV and 21,000 cases of hepatitis C in Australia during that period and an estimated 4,590 lives will have been saved by 2010. The savings to the health system in avoided treatment costs alone are estimated to be between \$2.4 and \$7.7 billion.<sup>2</sup>

Further, the NSP provides clients with a range of other services, depending on the level of expertise in the host agency and the time available to spend with clients. These can include education for injecting drug users, access to treatment, health and welfare services and safer sex products and education, each of which are always provided with respectful and dignified treatment.

### How does the NSP work? How does it work in a pharmacy?

There are two basic types of NSP outlet. 'Primary NSP' services are funded by the government to provide a staffed (and sometimes outreach or after hours) service focussing almost entirely on harm reduction for injecting drug users. 'Secondary NSP' services are not funded, and are generally hosted by health centres, hospitals, alcohol and other drug treatment agencies, youth or welfare services, local government and pharmacies.

The Department of Human Services (DHS) provides all NSP services with free consumables – needles and syringes, swabs, prepacked kits, disposal containers, condoms, dams and lubricant – plus free safe disposal of used equipment collected or received by the NSP.

DHS also makes available, at no cost, a comprehensive range of health information on relevant topics, including safer sex, safer using, blood borne viruses and so on. Staff in NSP premises are also provided with training to support them in their role. Clients coming to the NSP are encouraged (but not forced) to bring in their used equipment for safe disposal.

Many pharmacies already sell prepacked injecting equipment to the public without any problems and most pharmacists will be aware of the Pharmacy Board determination (1995) that "...if a pharmacist discriminates in the sale of syringes, or indeed any other product, they may be subject to investigation by the Equal Opportunity Commission."<sup>3</sup>

The NSP asks that pharmacies consider taking this service one step further by accepting used equipment from anyone for safe disposal at no cost to the client. Indeed pharmacies registered with National Diabetes Services Scheme (NDSS) are now being encouraged to become NSP outlets so they can provide safe disposal services for their diabetic clients too.



One major difference between non-pharmacy and community pharmacy-based NSP services is that DHS recognises that pharmacies are commercial entities, and so allows pharmacies to charge clients a service fee for the equipment the Department provides free of charge. In this way, pharmacies are compensated for the cost of staff time when they are providing this important public health service.

### I'm interested. What next?

Pick up the phone! If your pharmacy is based in Melbourne or around the Bay, call Bev Baxter (Pharmacy Facilitator – Health Protection) at the Guild on 03 9810 9999 or mobile 0429 007 775.

If you are located outside metro Melbourne, call Jean Wyldbore (Project Coordinator – Community Pharmacy NSP Recruitment, DHS) on 03 9096 0322 or 0408 055 245.

Both will talk about the implications, responsibilities, advantages and importance of community pharmacy-based NSP and organise for information to be sent to you.

Shortly after, they will arrange a visit to have a chat with you and your staff and if you are then committed to giving the Program a go, forms will be filled in and training organised.

Community pharmacies provide a comprehensive range of services and are a valuable and valued health resource. Add another string to that bow – become a registered Needle & Syringe Program outlet.

1. Dolan, K., Dillon, P. & Silins, E. 2005. Needle and syringe programs: Your questions answered. Canberra, Australian Government Department of Health and Ageing.  
2. Commonwealth of Australia. 2002. Return on investment in needle and syringe programs in Australia. Canberra: Commonwealth Department of Health and Ageing.  
3. Pharmacy Board of Victoria, Special Circular No. 38, December 1995, 'Supply of Syringes by Pharmacists'.



# Guild News

## Victoria

### PANDEMIC PLANS AND THE ROLE OF COMMUNITY PHARMACY

In recent weeks, pharmacies have reported increased demand for the antiviral drugs, Relenza and Tamiflu, as well as face masks in the wake of wide media coverage of the effects of the swine flu.

We would like to reassure you that the Pharmacy Guild is committed to keeping you up-to-date with information about the swine flu as developments occur.

We have sent out a number of communication items to pharmacies including swine flu fact sheets via the website and updates on the current situation through fax broadcasts.

Given that pharmacies are a widely recognised source of health information, they have a significant responsibility to provide accurate advice and information to the public during all stages of a pandemic.

As a result, we request that all pharmacists ensure every member of their staff is familiar with the information we have provided so as to maintain a consistent and effective stream of advice to customers.

National Guild President Kos Sclavos has stressed the role of community pharmacy is an important one, both now and in the event of any major health scare.

Given the increased amount of people requesting face masks as a result of the swine flu, he also asks that pharmacists continue to stress the importance of personal hygiene.

"Pharmacists have a key role to play as there is often a great deal of misinformation," he said.

"Because these viruses are either droplet-spread - people coughing - or from touching surfaces, the best way people can prepare is to have anti-bacterial gels.



"[As a result of the swine flu] pharmacists ... have had an influx of people asking for masks but good personal hygiene and disinfectant washes are likely to be even more effective." Currently, all orders placed with wholesalers for Tamiflu and Relenza will be filled within three working days. However, at this stage, supply of these items should be targeted for overseas travellers. In the event of a pandemic, the Federal Government reserve supply will be activated and distributed.

We encourage you to keep in mind the important role community pharmacy has to play in helping to limit the damaging effects and impact a pandemic could have on the Victorian community, the health care system and the economy.

The most effective way to keep yourself up-to-date with the current situation surrounding the swine flu and any important developments is by continuing to visit the Guild website - [www.guild.org.au](http://www.guild.org.au).

Furthermore, the Department of Human Services has put in place the Public Health Emergency Management Arrangements (PHEMA), which outlines the policies, procedures and emergency management arrangements for public health emergencies, including infectious disease management.

If you would like further information on these arrangements, as well as information on how to ensure your pharmacy is prepared for a pandemic, visit [www.health.vic.gov.au/ideas/regulations/vic\\_influenza](http://www.health.vic.gov.au/ideas/regulations/vic_influenza) or [www.dhs.gov.au](http://www.dhs.gov.au).

## 'HARM REDUCTION' = 'HEALTH PROTECTION'

The concept of 'harm reduction' is not new. For many years we have lived with seat belts in cars, minimal age for alcohol or tobacco purchases, fences around swimming pools and prescription-only medications. These are all 'harm reduction' tools. They are all accepted by the community. So why does 'harm reduction' in relation to illicit drug use arouse such polarised views?

Despite our best efforts to reduce illicit drug supply and community demand for illicit drugs, their use is still widespread. Drug addiction is a chronic, relapsing condition and many people will make repeated attempts to cease their drug use before they finally succeed in recovery. Promoting harm reduction does not condone illicit drug use. It is a means to reduce the risk of harm to a person while they continue or reduce their drug use. Health professionals (including pharmacists and pharmacy staff), parents, partners and friends have a role to play in promoting harm reduction for drug users.

### National Policy

The principle of harm reduction for illicit drug users in Australia was introduced in 1985 via the National Drug Strategy. As the Human Immunodeficiency Virus (HIV) is blood-borne, injecting drug users are especially vulnerable. To reduce HIV transmission in our community, Australia took a bold step and led the world in the distribution of sterile injecting equipment to drug users – the Needle & Syringe Program (NSP). As a result, Australia has one of the lowest incidence rates of HIV amongst injecting drug users in the world, at around 1.5% compared with figures up to 90% in some other countries.

While the availability of sterile injecting equipment has contributed substantially to reducing the spread of HIV, it has not halted the spread of Hepatitis C (HCV) infection. There are several harm reduction strategies, in addition to clean syringes, that can be promoted to reduce the risk of HCV and other disease transmission. Some strategies also reduce other health risks associated with injecting drug use, such as bacterial infections or vein damage.

### The role of community pharmacy

By recruiting community pharmacies to the Needle & Syringe Program (NSP) in Victoria, the health options for injecting drug users – often a highly marginalised sector of our community, with little or no contact with mainstream health care providers – are substantially increased. Those options – access to sterile injecting equipment, access to free, safe and appropriate disposal of used equipment, being treated with dignity and respect and non-threatening advice and information on improving and maintaining their general health – provide a fantastic resource for a stigmatised population not accustomed to being valued as clients, customers or patients.

Community pharmacies involved with the NSP can also provide appropriate referral for users and for their families – to medical care, peer education and support groups and family support – and engage in improved shared care arrangements for users themselves, particularly in the context of opioid replacement therapy.



Bev Baxter

For information about participating in the Needle & Syringe Program (NSP) in Victoria, please contact Bev Baxter at the Pharmacy Guild (for metro enquiries) on 03 9810 9999 or email [bev.baxter@vic.guild.org.au](mailto:bev.baxter@vic.guild.org.au) or if you are based in rural or regional Victoria, contact Jean Wyldbore, Department of Human Services, Health Protection Services on 03 9096 0322 or mobile 0408 055 245 or e-mail [jean.wyldbore@dhs.vic.gov.au](mailto:jean.wyldbore@dhs.vic.gov.au).

(Confidential alcohol and drug counselling or referral information is available from DirectLine on 1800 888 236 or from Family Drug Support Help Line on 1300 368 186.)



The Pharmacy  
Guild of Australia



Department of  
Human Services





# Guild News

VICTORIA



## GUILD TO HOLD FIRST OFFSHORE CONFERENCE

The Pharmacy Guild's inaugural offshore conference in Penang, Malaysia promises to be an affordable, relaxing and informative experience for community pharmacists.

While originally intended to take place during September this year, the conference **will now be held from 27 September until 3 October 2010** to coincide with the finalisation of the Fifth Community Pharmacy Agreement. These dates also correspond with holidays for most Australian primary and secondary schools, allowing pharmacists with school-aged children to attend the conference while still being able to holiday with their families.

The conference will also provide delegates with an opportunity to build relationships and network with pharmacy industry professionals.

### Conference Venue

Penang, with its idyllic beaches, bustling port, modern skyscrapers and a wealth of exotic heritage, provides an ideal location for visitors to unwind, soak up the sun and immerse themselves in a wealth of cultural experiences.

The Shangri-La Rasa Sayang Hotel will host the conference, offering a range of services and amenities and allowing guests to immerse themselves in its contemporary Malaysian style.

### Conference Program

The conference will focus primarily on the outcomes of the Fifth Community Pharmacy Agreement. Other business sessions will cover business management and best practice pharmacy management. The first-class education sessions will be complemented by various social functions and tours.

Partners and children have also been taken into consideration. A children's program will run throughout the conference and additional tours and activities showcasing Penang will be offered to partners.

If you would like to attend the conference, or would like any further information, please contact Matthew Lazarow at Impact on 03 9535 3646 or email [info@impactevents.com.au](mailto:info@impactevents.com.au)



## STAYING UP TO DATE WITH COMMUNITY PHARMACY NSP

More than 40 community pharmacies have enrolled in the Needle & Syringe Program over the past few months.

This is a terrific result for the Pharmacy Guild and for the Department of Human Services (DHS), which have collaborated in this recruitment program. Those new pharmacy NSPs already know that there is a range of support and resources available to assist them in their role as active NSP providers, so perhaps it's time everyone in the sector was in on the secret...

Prior to registering as an NSP, interested pharmacies:

- Are provided with a letter of introduction to the Program, and a copy of 'Pharmacy's Little Helper' to give staff some background to the Program and an idea of what's involved from a pharmacy perspective
- Meet with one of the facilitators (Bev Baxter for metro and bayside pharmacies or Jean Wyldbore for rural and regional pharmacies) for a discussion about their potential involvement.

Once the registration form has been submitted, each participating pharmacy is sent a more detailed letter and a comprehensive 'Welcome Pack' which contains:

- Copies of all relevant data collection and order forms for disposal of used equipment, NSP stock (such as injecting equipment and safe sex equipment) and information resources
- Victorian NSP Operating Policy & Guidelines
- 'NSP - Your Questions Answered' pack (the evidence base for the effectiveness of NSP)
- Window/door stickers to discreetly advertise the availability of the service

You will also be provided with contact details for:

- DHS personnel and other NSP or alcohol and drug agencies in the pharmacy's region
- ANEX - Association for Prevention and Harm Reduction Programs Australia - which provides all NSP training and is the national peak body for NSP
- Harm Reduction Victoria, which is the state drug user organisation, and provides training for staff and peer education for users.

New pharmacy NSPs are encouraged to develop these contacts and to participate in local 'sub-networks' of stakeholders to keep up to date with changing trends in their area as well as share information and receive assistance when needed. Further, the two facilitators are available to provide support and information as required.

Pharmacy NSPs are provided with all equipment and resources free of charge by DHS, who requests that disposal containers and disposal services are provided to all injecting equipment users free of charge.

Pharmacies may charge for the provision of DHS injecting equipment and for the safe sex items but are asked to try to keep charges low to ensure clients have access to the Program. The DHS is currently consulting with the Guild and with participating pharmacies about setting guidelines for provision charges.

So no pharmacy is on its own - there is professional support and assistance available in NSP in a similar manner to any other aspect of pharmacy work.

For further information or to express interest in becoming a Community Pharmacy NSP, please contact Bev Baxter on 03 9810 9999 or Jean Wyldbore on 03 9096 0322.



Bev Baxter



The Pharmacy  
Guild of Australia



Department of  
Human Services



The Pharmacy  
Guild of Australia

APRIL 2010

# Guild News

Victoria

# Hot Topics

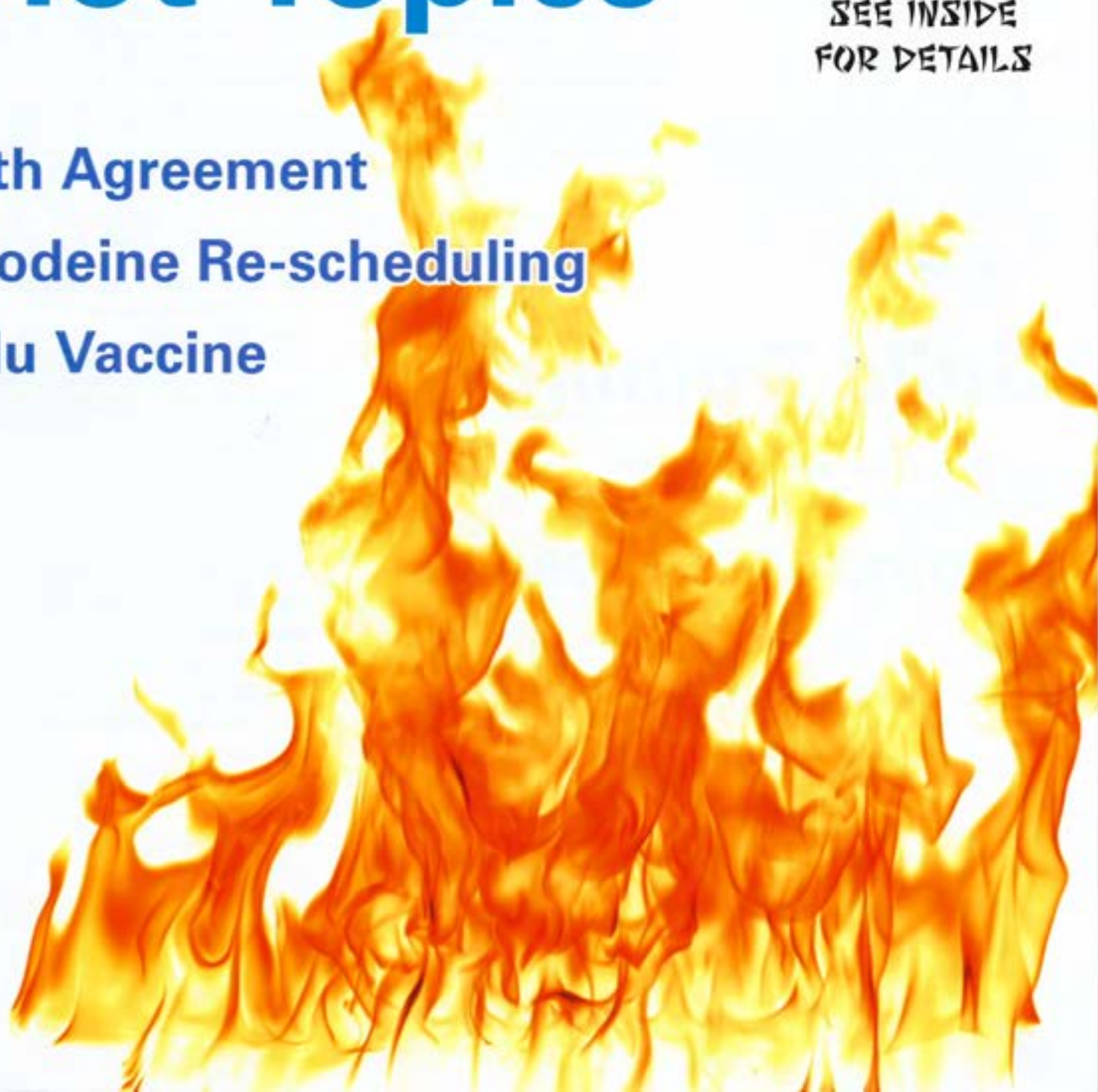


SEE INSIDE  
FOR DETAILS

**5th Agreement**

**Codeine Re-scheduling**

**Flu Vaccine**



## Claiming payments for reviews within 12 months

Pharmacists are well aware of the regulation that a payment for medication reviews, both HMRs and RMMRs, can be made only once in any 12 month period unless certain criteria are met.

However, it is worth noting that the requirement for pharmacists to endorse any second or subsequent claim for payment applies only to HMRs, and not RMMRs.

Repeat HMRs that are conducted within 12 months must have some endorsement on the Claim for Payment form as to the reason for the review; otherwise payment will automatically be rejected by Medicare. This need only be a few words, and could commonly include:

- Recent discharge from hospital
- Significant changes to medication
- New GP for this patient.

However, if you are repeating an RMMR at the request of a GP, this is by definition a Collaborative RMMR and the corresponding boxes on the claim form will be checked accordingly. There is therefore no need to add any qualifying comments, as Medicare understands that the process has been initiated appropriately and will pay you for the service provided.

## Guild Welcomes Medicines Australia Appointment

The Guild has welcomed the appointment of Dr Brendan Shaw as the new Chief Executive of Medicines Australia.

Dr Shaw has extensive knowledge and experience in the industry and is well-placed to steer Medicines Australia forward. This is a very challenging time for the pharmaceutical industry given the aftermath of the global financial crisis, the Federal Government's budgetary position and the importance of maintaining a sustainable Pharmaceutical Benefits Scheme.

National Guild President, Kos Sclavos congratulated Dr Shaw on his appointment.

"The Guild looks forward to continuing to work closely with Dr Shaw in dealing with the issues as they arise, and working co-operatively to ensure outcomes which are in the best interests of the Australian public and our world's best practice health system. We have appreciated his open approach in the past," Mr Sclavos said.

"We congratulate Dr Shaw and commend the board of Medicines Australia for their choice of a highly qualified and experienced health economist to this crucial leadership role."

## HMR Facilitator Retires

After seven years with the MMR Facilitator program, Joy Sweet has decided to retire from the Eastern Ranges GP Association. Along with her husband, Graham, Joy was one of the original facilitators and has made a valuable and lasting contribution to the uptake of HMRs in her Division.

The Guild would like to thank Joy for all her hard work over the years and wishes her all the best for the future.

Joy says she plans to concentrate on doing HMRs in her local area and promises to still attend various functions for accredited pharmacists, so we will still see her from time to time.

Joy has been looking after both HMR and NPS, so if anybody might be interested in the combined role at this Division of General Practice, please contact the CEO of the Eastern Ranges GP Association, Krisin Michaels at krisin.michaels@ergpa.com.au.

For any further information about these roles please contact Alan Freedman, State MMR Facilitator, at the Victorian branch of the Pharmacy Guild on 03 9810 9999.



## NSP Training Sessions

The number of pharmacies registering to participate in the Needle and Syringe Program is incredibly encouraging and it is fantastic to see our members embracing such a beneficial program.

Given the increased number of registered pharmacies, it is timely to remind members of the free training sessions held at the Guild's Hawthorn office conducted in conjunction with Anex which discuss a range of issues related to the program, including:

- Values and attitudes
- Harm minimisation
- Vein care and injecting-related injury and disease
- Responding to intoxicated service users
- Equipment distribution and safe disposal
- Available resources.

All pharmacy staff are invited to attend, so if the pharmacist is unable to participate, it does not preclude other members of your team attending and we encourage as many staff members as possible to make use of the training sessions.

Dates to be inserted

For further information, please contact Bev Baxter on 03 9810 9999.



## Independent Auditor's Report to the members of Pharmacy Guild of Australia - Victoria Branch

We have audited the attached Annual Financial Indicators Statement (the Statement), of the Pharmacy Guild of Australia Victoria Branch (PGAV) for the period from 1 November 2008 to 31 August 2010.

### The Responsibility of Management for the Statement

The PGAV's management are responsible for the preparation and fair presentation of the Statement and have determined that the accounting policies used are appropriate to meet the requirements of Service Agreement entered into by the Pharmacy Guild of Australia - Victorian Branch with the Department of Human Services guidelines for the Needle and Syringe Program and the needs of the Mental Health, Drugs and Regions Division of the Department of Health. This responsibility includes establishing and maintaining internal controls relevant to the preparation and presentation of the Statement that is free from material misstatement, whether due to fraud or error; and making accounting estimates that are reasonable in the circumstances.

### Auditor's Responsibility

Our responsibility is to express an opinion on the Statement based on our audit. We conducted our audit in accordance with Australian Auditing Standards. These Auditing Standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the Statement is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the Statement. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the Statement, whether due to fraud or error. In making those risk assessments, the auditor considers internal controls relevant to the Branch's preparation and presentation of the Statement in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Branch's internal controls. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the Statement.

The Statement has been prepared for distribution to the Mental Health, Drugs and Regions Division of the Department of Health for the purpose of fulfilling the terms and conditions of the service agreement. We disclaim any assumption of responsibility for any reliance on this report or on the additional information to which it relates, to any person other than the party the report is addressed to, or for any purpose other than that for which it was prepared.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

### Independence

In conducting our audit we have met the independence requirements of the Australian professional accounting bodies.

### Auditor's Opinion

In our opinion, the Annual Financial Indicators Statement presents fairly, in all material respects, in accordance with Service Agreement entered into by the Pharmacy Guild of Australia - Victorian Branch with the Department of Human Services guidelines for the Needle and Syringe Program for the period 1 November 2008 to 31 August 2010.

The Pharmacy Guild of Australia Victoria Branch has produced an annual audited financial report as required by the relevant governing legislation.

A handwritten signature in blue ink that reads 'Ernst & Young'.

Ernst & Young  
Melbourne  
17 September 2010

## Organisation certification

### Annual certification

I certify that Pharmacy Guild of Australia, Victorian Branch has complied with the terms and conditions of their service agreement with the Department of Human Services (DHS).

I certify that Pharmacy Guild of Australia Victorian Branch has used funding received from DHS for the period ending 31 August 2010 on the services specified in the service agreement.

I certify that Pharmacy Guild of Australia Victorian Branch is financially viable and can continue to provide services on behalf of DHS.

I certify that Pharmacy Guild of Australia, Victorian Branch is required to produce an audited financial report and has adhered to the relevant incorporation governing legislation in respect of financial account preparation and lodgement and any other requirements as specified by the relevant governing legislation.

Name: Maurice Sheehan

Position Title: Branch Director

Signature: 

Date: 

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OFFICE USE ONLY

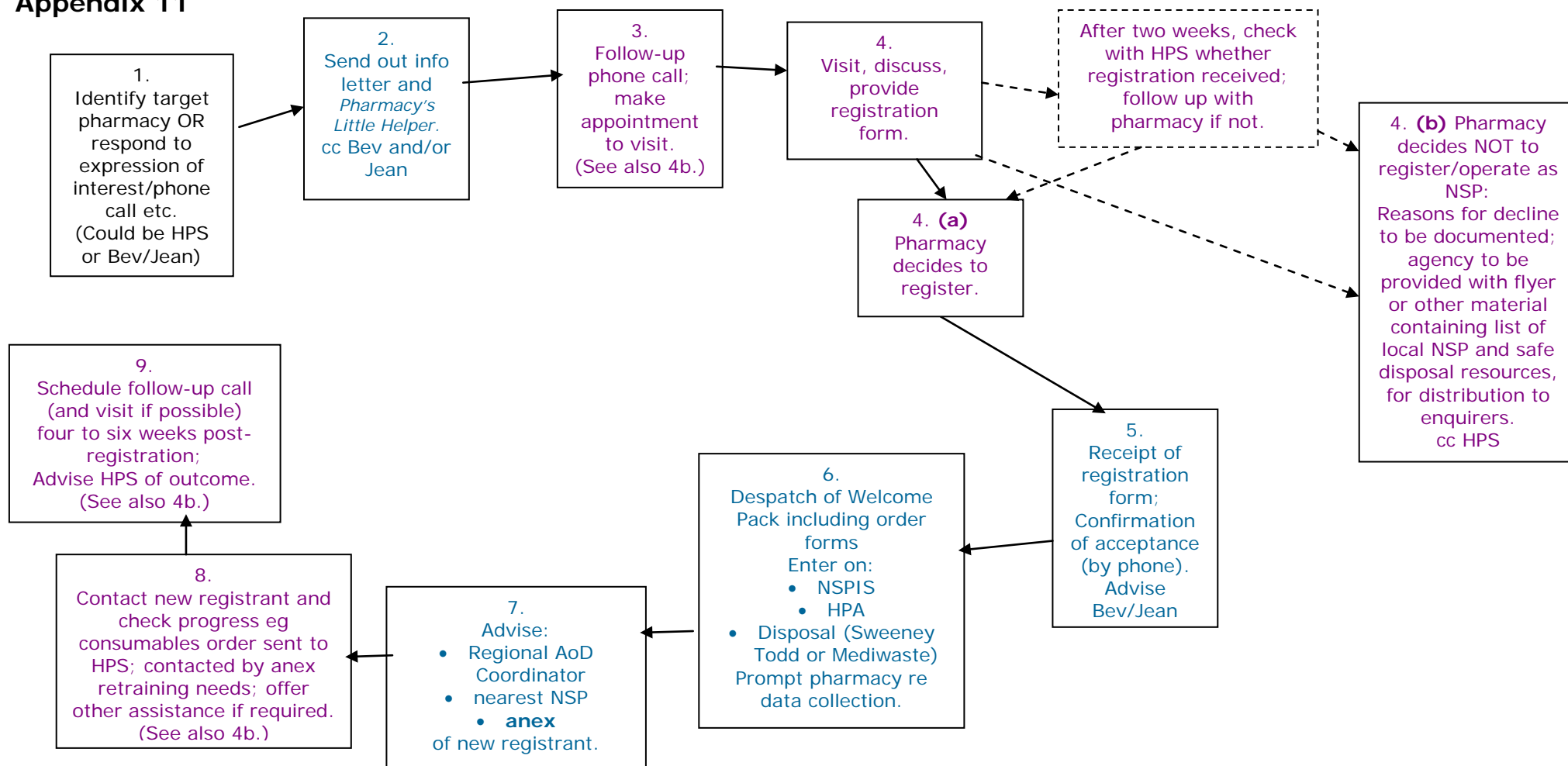
Organisation Reference No. : 12131





## Health Protection Project

### Appendix 11





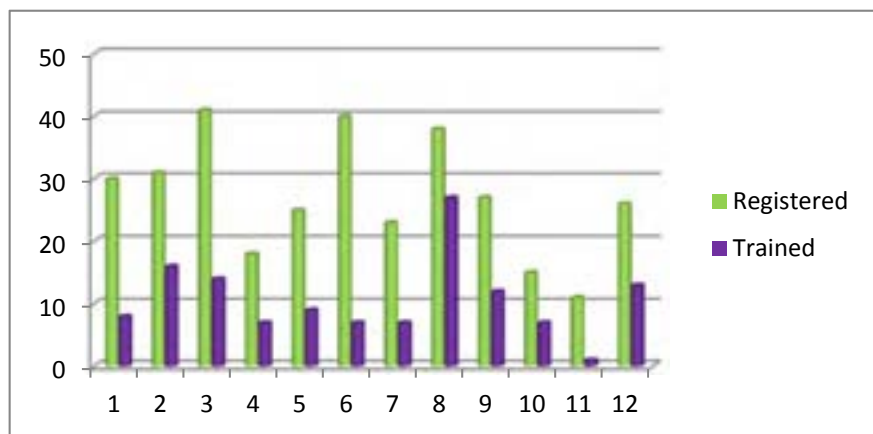
Appendix 12

**NSP Training**

**Pharmacies that Participated in NSP Training**

<b>Anex Training Sessions</b>				
Date	Pharmaices	Pharmacists	Staff	
31/03/2009	15	23	24	47
7/07/2009	11	17	5	22
22/09/2009	10	13	11	24
2/03/2010	8	11	4	15
27/04/2010	13	16	1	17
28/04/2010	11	11	13	24
11/05/2010	14	19	13	32
25/05/2010	12	15	1	16
13/07/2010	11	15	3	18
20/07/2010	13	23	32	55
	<b>118</b>	<b>163</b>	<b>107</b>	<b>270</b>
<b>Non Anex Trained</b>				
	Pharmacies			
	<b>10</b>			

<b>Total Pharmacies Trained by District</b>			
Dist	Pharmacie Registered	Pharmacies Trained	%
1	30	8	27%
2	31	16	52%
3	41	14	34%
4	18	7	39%
5	25	9	36%
6	40	7	18%
7	23	7	30%
8	38	27	71%
9	27	12	44%
10	15	7	47%
11	11	1	9%
12	26	13	50%
	<b>325</b>	<b>128</b>	<b>39%</b>



<b>BIS</b>	<b>District</b>	<b>Trading Name</b>	<b>Suburb</b>	<b>Postcode</b>
2023	1	John Silverii Pharmacy	FITZROY NORTH	3068
2150	1	Imes Pharmacy	SOUTH MELBOURNE	3205
2406	1	Perry Moshidis Pharmacy	RICHMOND	3121
2440	1	Collins Place Pharmacy	MELBOURNE	3000
2872	1	Newton's Pharmacy	KENSINGTON	3031
2880	1	David Nolte Guardian Pharmacy	CARLTON NORTH	3054
3028	1	Amcal Max Glen Iris	GLEN IRIS	3146
128280	1	Creative Medicine Pharmacy	PORT MELBOURNE	3207
2026	2	Brian Atkins Pharmacy	NIDDRIE	3042
2132	2	Priceline Pharmacy - Niddrie	NIDDRIE	3042
2326	2	Martin Didzys' Pharmacy	ALTONA	3018
2578	2	Priceline Pharmacy - Gisborne	GISBORNE	3437
3036	2	Keilor Park Pharmacy	KEILOR PARK	3036
3685	2	Quality Pharmacy Keilor Downs	KEILOR DOWNS	3038
3721	2	Greenvale Village Pharmacy	GREENVALE	3059
4287	2	Kapadia Amcal Pharmacy	GLENROY	3046
4570	2	Borrack Square Pharmacy	ALTONA NORTH	3025
100361	2	UFS Dispensaries - Bacchus Marsh	BACCHUS MARSH	3340
120827	2	Supersaver Chemist	SUNSHINE	3020
123365	2	UFS Dispensaries - South Melton	MELTON SOUTH	3338
123455	2	UFS Dispensaries - Melton	MELTON	3337
126222	2	Quality Pharmacy Werribee Medical	WERRIBEE	3030
126596	2	Health Information Pharmacy Wyndham	WERRIBEE	3030
2482	3	Kozanoglu Compounding Pharmacy	COBURG	3058
2607	3	Watsonia Pharmacy	WATSONIA	3087
2722	3	Fairfield Pharmacy	FAIRFIELD	3078
3072	3	Whittlesea Pharmacy	WHITTLESEA	3757
3206	3	Olsen Place Pharmacy	BROADMEADOWS	3047
3278	3	Eltham Pharmacy	ELTHAM	3095
4414	3	Meadow Heights Pharmacy	MEADOW HEIGHTS	3048
101171	3	Nelson's Amcal Pharmacy	GLENROY	3046
118762	3	Pulse Pharmacy Preston Market	PRESTON	3072
122500	3	Health Information Pharmacy - Watsonia	WATSONIA	3087
123526	3	Quality Pharmacy Epping Medical	EPPING	3076
123527	3	Priceline Pharmacy - Epping	EPPING	3076
127563	3	Pascoe Vale Late Pharmacy	PASCOE VALE	3044
127919	3	Nova Pharmacy - Bundoora	BUNDOORA	3083
2126	4	Gunn & McConville Pharmacy	BALWYN NORTH	3104
2191	4	Glen Waverley Pharmacy	GLEN WAVERLEY	3150
100038	4	Harp Village Pharmacy	KEW EAST	3102
120105	4	Ringwood Square Pharmacy	RINGWOOD	3134
122141	4	Manningham Pharmacy	LOWER TEMPLESTOWE	3107
123902	4	Casey's Pharmacy	BALWYN	3103
127749	4	Pulse Pharmacy Kew Junction	KEW	3101

<b>BIS</b>	<b>District</b>	<b>Trading Name</b>	<b>Suburb</b>	<b>Postcode</b>
2463	5	Huntingdale Pharmacy	HUNTINGDALE	3166

3985	5	<b>Bruce Caldwell Self Care Pharmacy</b>	CHADSTONE	3148
4378	5	<b>Wattle Care Pharmacy</b>	GLEN IRIS	3146
120585	5	<b>National Pharmacies - Balwyn</b>	SURREY HILLS	3127
122732	5	<b>Ashwood Discount Drug Store</b>	ASHWOOD	3147
123383	5	<b>Bentleigh Corner Pharmacy</b>	BENTLEIGH	3204
127270	5	<b>Pulse Pharmacy Malvern</b>	MALVERN	3144
127701	5	<b>Murrumbeena Pharmacy</b>	MURRUMBEENA	3163
127728	5	<b>Malvern East Pharmacy</b>	MALVERN EAST	3145
2172	6	<b>Black Rock Amcal Pharmacy</b>	BLACK ROCK	3193
2554	6	<b>Lairds Pharmacy - Clayton</b>	CLAYTON	3168
3011	6	<b>Sandringham Pharmacy</b>	SANDRINGHAM	3191
101401	6	<b>Seaview Pharmacy</b>	BEAUMARIS	3193
124581	6	<b>Aspendale Pharmacy</b>	ASPENDALE	3195
126518	6	<b>Advantage Pharmacy Lakeside</b>	PAKENHAM	3810
128271	6	<b>Tyabb Pharmacy</b>	TYABB	3913
3429	7	<b>Quality Pharmacy Burwood</b>	EAST BURWOOD	3151
3724	7	<b>Springvale Plaza Pharmacy</b>	SPRINGVALE SOUTH	3172
4007	7	<b>Outlook Drive Pharmacy</b>	DANDENONG NORTH	3175
4360	7	<b>Terry White Chemist - Noble Park</b>	NOBLE PARK	3174
119470	7	<b>Vicky Melissas Pharmacy</b>	CLAYTON	3168
121317	7	<b>Hawke's Pharmacy</b>	UPPER FERNTREE GULLY	3156
121574	7	<b>Nova Pharmacy - Brandon Park</b>	WHEELERS HILL	3150
2098	8	<b>John Mitchell Pharmacy</b>	LEOPOLD	3224
2112	8	<b>Barwon Heads Pharmacy</b>	BARWON HEADS	3227
2208	8	<b>UFS Dispensaries - Wendouree</b>	WENDOUREE	3355
2323	8	<b>Nova Pharmacy - Ballarat</b>	BALLARAT	3350
2480	8	<b>Geelong Soul Pattinson Pharmacy</b>	GEELONG	3220
2517	8	<b>Grogans HealthWise Pharmacy</b>	CORIO	3214
2926	8	<b>Pardeys Highton Pharmacy</b>	HIGHTON	3216
3229	8	<b>Kyneton Chemmart Pharmacy</b>	KYNETON	3444
3604	8	<b>Kennedy's Amcal Pharmacy</b>	KYNETON	3444
3677	8	<b>UFS Dispensaries - Ballarat (Sturt Street)</b>	BALLARAT	3350
3990	8	<b>Ocean Plaza Pharmacy</b>	OCEAN GROVE	3226
101181	8	<b>Chris Walsh's Pharmacy Drysdale</b>	DRYSDALE	3222
101300	8	<b>UFS Dispensaries - Ballarat (Bridge Mall)</b>	BALLARAT	3350
101384	8	<b>UFS Dispensaries - Sebastopol</b>	SEBASTOPOL	3356
119312	8	<b>UFS Dispensaries - Ballarat (Victoria Street)</b>	BALLARAT	3350
119315	8	<b>UFS Dispensaries - Buninyong</b>	BUNINYONG	3357
119618	8	<b>Point Lonsdale Pharmacy</b>	POINT LONSDALE	3225
119619	8	<b>Ocean Grove Amcal</b>	OCEAN GROVE	3226
122646	8	<b>UFS Dispensaries - Mt Clear</b>	MOUNT CLEAR	3350
123922	8	<b>UFS Dispensaries - Ballan</b>	BALLAN	3342
124762	8	<b>Priceline Pharmacy - Ocean Grove</b>	OCEAN GROVE	3226
<b>BIS</b>	<b>District</b>	<b>Trading Name</b>	<b>Suburb</b>	<b>Postcode</b>
124786	8	<b>Quality Pharmacy Bellpost</b>	NORLANE	3214
124917	8	<b>Priceline Pharmacy - Ballarat</b>	BALLARAT	3350
126451	8	<b>Direct Chemist Outlet - Leopold</b>	LEOPOLD	3224
127747	8	<b>Delacombe UFS</b>	DELACOMBE	3356

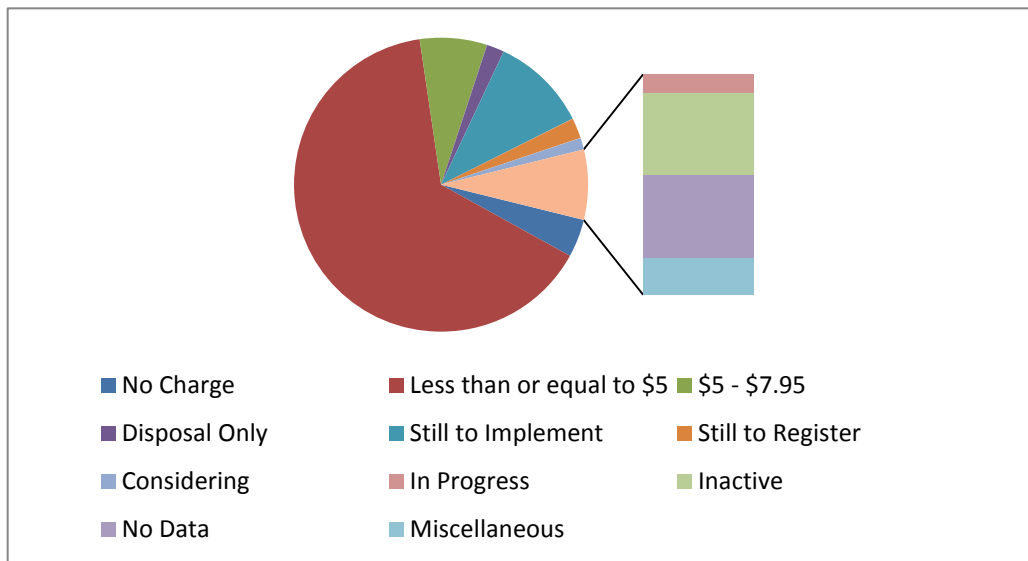
128037	8	<b>Maldon Pharmacy</b>	MALDON	3463
128186	8	<b>UFS Dispensary Golden Point</b>	GOLDEN POINT	3350
2178	9	<b>UFS Dispensaries - Beaufort</b>	BEAUFORT	3373
2409	9	<b>Artz &amp; Kay Chemmart Pharmacy</b>	WARRNAMBOOL	3280
2846	9	<b>McLean's Pharmacy</b>	PORT FAIRY	3284
2974	9	<b>Cobden Pharmacy</b>	COBDEN	3266
3138	9	<b>Soulsby &amp; Struth Pharmacy</b>	WARRNAMBOOL	3280
4193	9	<b>Dennis Ham Amcal Pharmacy</b>	WARRNAMBOOL	3280
101404	9	<b>Casterton Care Plus Pharmacy</b>	CASTERTON	3311
118662	9	<b>Monaghans HealthWise Pharmacy</b>	WARRNAMBOOL	3280
118814	9	<b>Birchip Community Pharmacy</b>	BIRCHIP	3483
120898	9	<b>Koroit Pharmacy</b>	KOROIT	3282
128274	9	<b>Direct Chemist Outlet - Target Warrnambool</b>	WARRNAMBOOL	3280
128274	9	<b>Direct Chemist Outlet - Target Warrnambool</b>	WARRNAMBOOL	3280
2155	10	<b>Barlow, Godfrey &amp; Weller Pharmacy</b>	ECHUCA	3564
2195	10	<b>A Beaumont Hall Pharmacy (C)</b>	KANGAROO FLAT	3555
2363	10	<b>Healthworks Pharmacy</b>	KANGAROO FLAT	3555
118885	10	<b>Eaglehawk UFS Dispensary Ltd</b>	EAGLEHAWK	3556
119605	10	<b>Cohuna Amcal Pharmacy</b>	COHUNA	3568
124718	10	<b>Healthwise Pharmacy - Eaglehawk</b>	EAGLEHAWK	3556
125394	10	<b>Bendigo UFS Pharmacies - Maiden Gully</b>	MAIDEN GULLY	3551
125919	11	<b>Myrtleford Community Pharmacy</b>	MYRTLEFORD	3737
2187	12	<b>Advantage Pharmacy Davies &amp; Moller Tarwin Pharmacy</b>	MORWELL	3840
2242	12	<b>Montague's Pharmacy</b>	MORWELL	3840
2608	12	<b>Findlay &amp; Weymouth Pharmacy - Sale</b>	SALE	3850
3558	12	<b>Terry White Chemist - Maffra</b>	MAFFRA	3860
3689	12	<b>Wonthaggi Miners' Friendly Society Dispensary Ltd</b>	WONTHAGGI	3995
4384	12	<b>Advantage Pharmacy Davies &amp; Moller Princes Pharmacy</b>	MORWELL	3840
100510	12	<b>Warragul Amcal Pharmacy</b>	WARRAGUL	3820
101081	12	<b>Lakes Riviera AMCAL Pharmacy</b>	LAKES ENTRANCE	3909
118821	12	<b>Heyfield Pharmacy</b>	HEYFIELD	3858
123566	12	<b>Advantage Pharmacy - Churchill</b>	CHURCHILL	3842
126515	12	<b>Coastcare Pharmacy - Paynesville</b>	PAYNESVILLE	3880
126810	12	<b>Pulse Pharmacy Bairnsdale</b>	BAIRNSDALE	3875
127950	12	<b>Pulse Pharmacy Sale</b>	SALE	3850





## Raw Data from Victorian Pharmacies Contacted Regarding Fees Charged for Injecting Equipment

Pharmacies Contacted	298	100%
No Charge	13	4%
Less than or equal to \$5	201	67%
\$5 - \$7.95	23	8%
Disposal Only	6	2%
Still to Implement	33	11%
Still to Register	7	2%
Considering	4	1%
In Progress	2	1%
Inactive	9	3%
No Data	9	3%
Miscellaneous	4	1%



BIS	Dist	Trading Name	Address	fitpak 5	sharp 150/1.8	\$	water	data	comments
<a href="#">2023</a>	1	John Silverii Pharmacy	FITZROY NORTH	Yes	Yes	\$5	1		includes water
<a href="#">2150</a>	1	Imes Pharmacy	SOUTH MELBOURNE	Yes	Yes	\$5	1		
<a href="#">2406</a>	1	Perry Moshidis Pharmacy	RICHMOND	Yes	Yes	\$5			
<a href="#">2440</a>	1	Collins Place Pharmacy	MELBOURNE	Yes	Yes	\$3			
<a href="#">2685</a>	1	Lew's Pharmacy	ST KILDA	Yes	Yes	\$2			
<a href="#">2872</a>	1	Newton's Pharmacy	KENSINGTON	Yes	Yes	\$3.50	1		
<a href="#">2880</a>	1	David Nolte Pharmacy	CARLTON NORTH	Yes	Yes	no charge			
<a href="#">2895</a>	1	Hawthorn Pharmore Pharmacy	HAWTHORN		Yes				only disposal
<a href="#">3028</a>	1	Robinson Amcal Pharmacy	CAMBERWELL	Yes	Yes	\$5			
<a href="#">3780</a>	1	Tambassis Pharmacy	BRUNSWICK	Yes	Yes	\$5			includes \$5
<a href="#">4752</a>	1	Skewes & Rushton Pharmacy	HAWTHORN WEST	Yes	Yes	\$4.95			includes water
<a href="#">120866</a>	1	Daffey's Pharmacy	FOOTSCRAY	Yes	Yes	\$3.50	1		includes water
<a href="#">121269</a>	1	Pharmacy 517	MELBOURNE	Yes	Yes	50c for 5			
<a href="#">121568</a>	1	South Yarra Pharmacy	SOUTH YARRA	Yes	Yes	\$4			\$2.50- 2s
<a href="#">122440</a>	1	Union Health Pharmacy	MELBOURNE	Yes	Yes	\$5			
<a href="#">123549</a>	1	Pulse Pharmacy QV	MELBOURNE	no	no				inactive - referral
<a href="#">123559</a>	1	Footscray Central Pharmacy	FOOTSCRAY	Yes	Yes	\$3	1		
<a href="#">126787</a>	1	Lygon Pharmacy	BRUNSWICK EAST	Yes	Yes	\$4			\$1.60 2
<a href="#">127834</a>	1	Spencer Street Pharmacy	DOCKLANDS	no	Yes				disposal only
<a href="#">127883</a>	1	Clifton Hill Pharmacy	CLIFTON HILL	Yes	Yes	\$5			
<a href="#">3388</a>	1	Chemist Warehouse - Fitzroy	FITZROY						still to implement
<a href="#">3742</a>	1	Patel's Pharmacy	FITZROY		Yes				commercial stock, gives away the sharps containers with the commercial fitpacks, collects disposals, doesn't offer any extra water
<a href="#">127711</a>	1	Terry White Chemist - South Melbourne	SOUTH MELBOURNE						still to implement
<a href="#">2026</a>	2	Brian Atkins Pharmacy	NIDDRIE	Yes	Yes	\$2	no		
<a href="#">2034</a>	2	Lowe's Pharmacy	WERRIBEE	no	Yes				
<a href="#">2093</a>	2	Churchill Ave Community Pharmacy	BRAYBROOK	Yes	Yes	\$5	1		includes water,spoon,condom,lube
<a href="#">2132</a>	2	Priceline Pharmacy - Niddrie	NIDDRIE	Yes	Yes		1		sells 2 - \$2.95, 5 \$5.95 10 \$7.95
<a href="#">2326</a>	2	Martin Didzys' Pharmacy	ALTONA	Yes	Yes	\$1			no charge if return
<a href="#">2795</a>	2	Keilor Village Pharmacy	KEILOR	Yes	Yes	\$3			

BIS	Dist	Trading Name	Address	fitpak 5	sharp 150/1.8	\$	water	data	comments
<a href="#">3005</a>	2	Adam Remboulis Pharmacy	DARLEY	Yes	Yes	no charge			fitpaks 2, 5 fine \$1 for no return
<a href="#">3036</a>	2	Keilor Park Pharmacy	KEILOR PARK	Yes	Yes	\$4	1		includes water
<a href="#">3685</a>	2	Quality Pharmacy Keilor Downs	KEILOR DOWNS						still to implement
<a href="#">3721</a>	2	Greenvale Village Pharmacy	GREENVALE	Yes	Yes	\$5	1	Yes	
<a href="#">4287</a>	2	Kapadia Amcal Pharmacy	GLENROY	no	no				inactive
<a href="#">4570</a>	2	Borrack Square Pharmacy	ALTONA NORTH	Yes	Yes	\$5			includes water
<a href="#">100361</a>	2	UFS Dispensaries - Bacchus Marsh	BACCHUS MARSH	Yes	Yes	\$4	1		spoke to Lindy Peters (Retail Co-ordinator): haven't sold any fitoacks as yet but they are marked at \$4.00, don't sell syringes, have collected disposables & given away a sharps container, will offer extra water but not sure on price yet. Have decided to put condoms in fitpack free of charge.
<a href="#">100516</a>	2	Terry White Chemist - Gladstone Park	GLADSTONE PARK	Yes	Yes	\$3	1		
<a href="#">100558</a>	2	Direct Chemist Outlet - Werribee Village	WERRIBEE	Yes	Yes				sells commercial 50c syringe
<a href="#">119574</a>	2	Quality Pharmacy Werribee Plaza	HOPPERS CROSSING						still to implement
<a href="#">120812</a>	2	Braybrook Discount Drug Store	BRAYBROOK	Yes	Yes	\$6			sells fipacks for \$6.00, has not collected disposals, still has some commercial packs, does not offer water.. Log
<a href="#">120827</a>	2	Supersaver Chemist	SUNSHINE	Yes	Yes	\$3			
<a href="#">121466</a>	2	Priceline Pharmacy - Moonee Ponds	MOONEE PONDS						inactive
<a href="#">123365</a>	2	UFS Dispensaries - South Melton	MELTON SOUTH	Yes	Yes	\$4	1		spoke to Lindy Peters (Retail Co-ordinator): haven't sold any fitoacks as yet but they are marked at \$4.00, don't sell syringes, have collected disposables & given away a sharps container, will offer extra water but not sure on price yet. Have decided to put condoms in fitpack free of charge.
<a href="#">123369</a>	2	National Pharmacies - Ascot Vale	ASCOT VALE	no	Yes				staff issues with syringe supply
<a href="#">123376</a>	2	Priceline Pharmacy - Melton	MELTON	Yes	Yes	\$5	1		includes 5vials repack
<a href="#">123394</a>	2	Nam Anh Pharmacy	ST ALBANS	Yes	Yes	\$5.50	1		
<a href="#">124497</a>	2	Graeme Wurm Pharmacy	DEER PARK	Yes	Yes	\$6			no 20l pail

<b>BIS</b>	<b>Dist</b>	<b>Trading Name</b>	<b>Address</b>	<b>fitpak 5</b>	<b>sharp 150/1.8</b>	<b>\$</b>	<b>water</b>	<b>data</b>	<b>comments</b>
<a href="#">124715</a>	2	<b>Fordgate Pharmacy</b>	CAMPBELLFIELD	Yes	Yes	\$4	1		
<a href="#">126222</a>	2	<b>Quality Pharmacy Werribee Medical</b>	WERRIBEE						still to implement
<a href="#">126596</a>	2	<b>Health Information Pharmacy Wyndham</b>	WERRIBEE	no	no				inactive- staff resistance - no call
<a href="#">123455</a>	2	<b>UFS Dispensaries - Melton</b>	MELTON	Yes	Yes	\$4	1		spoke to Lindy Peters (Retail Co-ordinator): haven't sold any fitoacks as yet but they are marked at \$4.00, don't sell syringes, have collected disposables & given away a sharps container, will offer extra water but not sure on price yet. Have decided to put condoms in fitpack free of charge.
<a href="#">127888</a>	2	<b>Health Information Pharmacy - Brimbank</b>	DEER PARK						to consider in future
<a href="#">119857</a>	2	<b>Glengala Road Pharmacy</b>	SUNSHINE						in process
<a href="#">2203</a>	3	<b>Jayesh Lodhia Pharmacy</b>	PRESTON	Yes	Yes	\$5			
<a href="#">2370</a>	3	<b>Pascoe Vale Day &amp; Night Chemists</b>	PASCOE VALE	Yes	Yes	\$5	1		packs \$5
<a href="#">2482</a>	3	<b>Kozanoglu Compounding Pharmacy</b>	COBURG	Yes	Yes	\$2/ \$5	1		sells fitpacks in packs of 2 & 5 for \$2.00 & \$5.00. Doesn't sell separate syringes, has collected disposals, has sold all commercial stock, sells water upon request.. Log by Emma
<a href="#">2597</a>	3	<b>Greenbrook Guardian Pharmacy</b>	EPPING	no	Yes				ndss will consider security issues
<a href="#">2607</a>	3	<b>Watsonia Pharmacy</b>	WATSONIA	Yes	Yes	\$5	1		
<a href="#">2779</a>	3	<b>Pharmacy World North Fawkner</b>	FAWKNER NORTH						doh welcome 050810
<a href="#">3072</a>	3	<b>Whittlesea Pharmacy</b>	WHITTLESEA	Yes	Yes	\$4			
<a href="#">3257</a>	3	<b>Thompsons Amcal Pharmacy - Lower Plenty</b>	LOWER PLENTY	no	Yes				
<a href="#">4525</a>	3	<b>Frost's Pharmacy - Eltham</b>	ELTHAM	no	Yes				ndss - no call
<a href="#">101171</a>	3	<b>Nelson's Amcal Pharmacy</b>	GLENROY	Yes	Yes	\$6			
<a href="#">119594</a>	3	<b>Joseph Amerena Reservoir Pharmacy</b>	RESERVOIR	Yes	Yes	\$1			single syringe \$1 commercial
<a href="#">120317</a>	3	<b>Priceline Pharmacy - Glenroy</b>	GLENROY						
<a href="#">121173</a>	3	<b>Dallas Pharmacy</b>	DALLAS	Yes	Yes	\$4	1		
<a href="#">122500</a>	3	<b>Maurie Drew Pharmacy</b>	WATSONIA	Yes	Yes	\$3			
<a href="#">123511</a>	3	<b>Glenroy Pharmacy</b>	GLENROY	Yes	Yes	\$6	1		adds spoons& water
<a href="#">123526</a>	3	<b>Quality Pharmacy Epping Medical</b>	EPPING						still to implement

BIS	Dist	Trading Name	Address	fitpak 5	sharp 150/1.8	\$	water	data	comments
<a href="#">123527</a>	3	Priceline Pharmacy - Epping	EPPING						still to implement
<a href="#">124134</a>	3	Rocchi's Pharmacy	NORTHCOTE	Yes	Yes	\$3	1		
<a href="#">124790</a>	3	Priceline Pharmacy - Reservoir	RESERVOIR	Yes	Yes	\$5			
<a href="#">126141</a>	3	Priceline Pharmacy - Heidelberg West	HEIDELBERG WEST	Yes	Yes	\$5			includes water
<a href="#">126522</a>	3	Bell Street Mall Pharmacy	HEIDELBERG WEST	Yes	Yes	\$3			
<a href="#">127563</a>	3	Pascoe Vale Late Pharmacy	PASCOE VALE	Yes	Yes				
<a href="#">127919</a>	3	Nova Pharmacy - Bundoora	BUNDOORA	Yes	Yes	\$6			
<a href="#">128237</a>	3	Quality Pharmacy Epping Health Centre	EPPING						still to implement
<a href="#">128239</a>	3	Mt Ridley Pharmacy	CRAIGIEBURN	Yes	Yes	\$3			
<a href="#">2308</a>	3	Pharmacy World - Fawkner	FAWKNER	Yes	Yes	?	1		still to implement
<a href="#">2973</a>	3	Pharmacy World - East Fawkner	FAWKNER	Yes	Yes	?	1		still to implement
<a href="#">3206</a>	3	Olsen Place Pharmacy	BROADMEADOWS	Yes	Yes	\$5			packs \$5 no water, discussed collection of used . Log by Bev
<a href="#">3486</a>	3	Roxburgh Park Pharmacy	ROXBURGH PARK	Yes	Yes	\$4			packs \$4 no water
<a href="#">3723</a>	3	Normanby Pharmacy	THORNBURY	Yes	Yes	\$5	1		sells fitpacks for \$5.00, syringes for \$1.00, still has half a box of commercial single syringes, has collected disposals, offers extra water for \$1.00.. Log by Emma
<a href="#">4414</a>	3	Meadow Heights Pharmacy	MEADOW HEIGHTS	Yes	Yes	\$4	no		packs \$4 no water
<a href="#">118762</a>	3	Pulse Pharmacy Preston Market	PRESTON	Yes	Yes	\$6	1		\$5.99 for 5 including water, spoon, filter. Give syringes away for free, have collected many disposals, have sold out of commercial stock. Are going to install a letterbox style bin in their Pharmacy as Bishoy feels it would work much better for both customer and staff.
<a href="#">118795</a>	3	Frost's Pharmacy - Rosanna	ROSANNA		Yes				collection only.
<a href="#">119326</a>	3	Community Pharmacy - Pascoe Vale	PASCOE VALE						still to implement
<a href="#">126638</a>	3	Pulse Pharmacy Northcote	NORTHCOTE	Yes	Yes	\$4			sell fitpacks for \$4.00 for 5,
<a href="#">126734</a>	3	Pulse Pharmacy Diamond Creek	DIAMOND CREEK	Yes	Yes	\$5	1		fitpacks for \$5.00 including water, don't sell separate syringes, have collected dispo
<a href="#">2126</a>	4	Gunn & McConville Pharmacy	BALWYN NORTH	Yes	Yes	\$4	1		
<a href="#">2174</a>	4	D G Grey & Burns Pharmacy	CROYDON	Yes	Yes	\$2	1		\$1- 3

BIS	Dist	Trading Name	Address	fitpak 5	sharp 150/1.8	\$	water	data	comments
<a href="#">2191</a>	4	Glen Waverley Pharmacy	GLEN WAVERLEY	Yes	Yes	\$5	1		
<a href="#">2621</a>	4	Macedon Plaza Chemmart Pharmacy	LOWER TEMPLESTOWE	Yes	Yes	\$6			commercial packs
<a href="#">2807</a>	4	Blackburn North Pharmore Pharmacy	BLACKBURN NORTH	Yes	no	\$5			sells commercial packs \$3.50
<a href="#">2819</a>	4	Amcal North Balwyn	BALWYN NORTH	Yes	Yes	\$5			
<a href="#">3336</a>	4	Heidelberg West Pharmacy	HEIDELBERG WEST	Yes	Yes	\$3	1		
<a href="#">3758</a>	4	East Ivanhoe Pharmacy	IVANHOE EAST	no	Yes				
<a href="#">100038</a>	4	Harp Village Pharmacy	KEW EAST	Yes	Yes	\$4			
<a href="#">100070</a>	4	Deepdene Pharmacy	BALWYN	no	Yes				
<a href="#">119811</a>	4	Priceline Pharmacy - Blackburn	BLACKBURN SOUTH	Yes	Yes	\$6			
<a href="#">120105</a>	4	Ringwood Square Pharmacy	RINGWOOD	Yes	Yes	\$5			10s \$6.95
<a href="#">122141</a>	4	Manningham Pharmacy	LOWER TEMPLESTOWE	Yes	Yes	\$3	1		
<a href="#">123902</a>	4	Casey's Pharmacy	BALWYN	Yes	Yes	\$4			2- \$3 \$2 with disposal, 5 \$4 \$3with
<a href="#">127749</a>	4	Pulse Pharmacy Kew Junction	KEW	Yes	Yes	\$5	1		
<a href="#">100313</a>	4	Midtown Pharmacy	BALWYN	Yes	Yes	\$3	1		Sells syringes for \$0.50 & water for \$0.50, has collected disposals
<a href="#">2230</a>	5	Lairds Pharmacy - Elwood	ELWOOD	Yes	Yes	\$5			
<a href="#">2299</a>	5	Charles Pharmacy	HUGHESDALE	Yes	Yes	\$3	1		50c syringe
<a href="#">2463</a>	5	Huntingdale Pharmacy	HUNTINGDALE	Yes	Yes	\$3	1		
<a href="#">2604</a>	5	David Jones Pharmacy	MURRUMBEENA	Yes	Yes				selling commercial \$5 bb left stock
<a href="#">3152</a>	5	Geoff & Sue Szwarcbard Pharmacy	ELSTERNWICK	no	no				inactive
<a href="#">3985</a>	5	Bruce Caldwell Self Care Pharmacy	CHADSTONE	Yes	Yes	\$4	1		
<a href="#">4177</a>	5	Guy's Pharmacy	CAULFIELD SOUTH	Yes	Yes	\$3	1		
<a href="#">4378</a>	5	Wattle Care Pharmacy	GLEN IRIS	Yes	Yes	no charge			
<a href="#">101105</a>	5	Friends Pharmacy	ASHBURTON	Yes	Yes	\$1	1		2s
<a href="#">122732</a>	5	Ashwood Discount Drug Store	ASHWOOD	Yes	Yes	\$3			selling 3s -bb sent order off
<a href="#">123383</a>	5	Bentleigh Corner Pharmacy	BENTLEIGH	Yes	Yes	\$6			
<a href="#">124035</a>	5	East Bentleigh Pharmacy	EAST BENTLEIGH	Yes	Yes	no charge			
<a href="#">124260</a>	5	Amcal Pharmacy Glenhuntly	GLENHUNTLY	Yes	Yes	\$5			
<a href="#">126489</a>	5	Ashby's Pharmacy - Caulfield Plaza	CAULFIELD EAST	Yes	no	\$5	1		selling commercial packs
<a href="#">127270</a>	5	Pulse Pharmacy Malvern	MALVERN	Yes	Yes	\$6			
<a href="#">127701</a>	5	Murrumbeena Pharmacy	MURRUMBEENA	Yes	Yes	\$1for 2s			
<a href="#">127728</a>	5	Malvern East Pharmacy	MALVERN EAST	Yes	Yes	\$3			

BIS	Dist	Trading Name	Address	fitpak 5	sharp 150/1.8	\$	water	data	comments
<a href="#">128041</a>	5	<b>My Chemist - Murrumbena Compounding Pharmacy</b>	MURRUMBEENA						still to implement
<a href="#">122131</a>	5	<b>Wellness Pharmacy</b>	GARDENVALE	Yes	Yes		1		still to implement
<a href="#">122806</a>	5	<b>Wattle Park Amcal Pharmacy</b>	SURREY HILLS	Yes	Yes		1		still to implement
<a href="#">2055</a>	6	<b>My Chemist - Frankston</b>	FRANKSTON	Yes	Yes	\$5			
<a href="#">2090</a>	6	<b>Bayne &amp; Friend Pharmacy - Hastings</b>	HASTINGS	Yes	no				selling commercial \$6
<a href="#">2091</a>	6	<b>Bayne &amp; Friend Pharmacy - Rosebud</b>	ROSEBUD	Yes	no				selling commercial \$5.50
<a href="#">2163</a>	6	<b>Ron Witney Pharmacy</b>	PEARCEDALE	Yes	Yes	\$4			
<a href="#">2172</a>	6	<b>Black Rock Amcal Pharmacy</b>	BLACK ROCK	Yes	Yes				selling commercial packs \$5.50
<a href="#">2301</a>	6	<b>Red Hill Pharmacy</b>	RED HILL	Yes	Yes	\$2			
<a href="#">2407</a>	6	<b>Warren Ritchies Pharmacy</b>	MT ELIZA	Yes	Yes	\$2	1		
<a href="#">2429</a>	6	<b>Terry Batemans Pharmacy</b>	MT MARTHA	Yes	Yes	\$3	1		
<a href="#">2459</a>	6	<b>Pulse Pharmacy Robertson Drive</b>	MORNINGTON	Yes	Yes	\$4			
<a href="#">2554</a>	6	<b>Lairds Pharmacy - Clayton</b>	CLAYTON	Yes	Yes	\$4	1		
<a href="#">3011</a>	6	<b>Sandringham Pharmacy</b>	SANDRINGHAM	Yes	Yes	\$2	1		includes water, condoms
<a href="#">3259</a>	6	<b>Hastings Discount Drug Store</b>	HASTINGS	Yes	Yes	\$5	1		
<a href="#">4039</a>	6	<b>Marc Clavin Pharmacy</b>	SORRENTO	Yes	Yes	\$3			
<a href="#">4141</a>	6	<b>Nova Pharmacy Belvedere Park</b>	SEAFORD	Yes	no	\$6			
<a href="#">4150</a>	6	<b>My Chemist - Frankston Bayside</b>	FRANKSTON	Yes	Yes	\$5			
<a href="#">100165</a>	6	<b>Priceline Pharmacy - Rosebud</b>	ROSEBUD	Yes	Yes	\$3			
<a href="#">100350</a>	6	<b>Bailey's Pharmacy</b>	CHELTENHAM	Yes	Yes				selling commercial packs \$5bb organised order130110
<a href="#">101401</a>	6	<b>Seaview Pharmacy</b>	BEAUMARIS	no	Yes				disposal only
<a href="#">118665</a>	6	<b>Bant's Amcal Pharmacy</b>	ROSEBUD	Yes	Yes	\$4	n/c		selling fitpacks for \$3.95, syringes for \$0.10, collecting disposals, offer extra water for free, still selling some commercial packs. Very happy with program
<a href="#">119708</a>	6	<b>Your Pharmacy - Mentone</b>	MENTONE	Yes	Yes	\$3	1		
<a href="#">120176</a>	6	<b>Edithvale Pharmacy</b>	EDITHVALE	Yes	Yes				sells commercial \$6 will change price for doh packs
<a href="#">120861</a>	6	<b>Waterfall Gully Pharmacy</b>	ROSEBUD SOUTH	Yes	Yes	\$3	1		
<a href="#">120969</a>	6	<b>McCrae Pharmacy</b>	MCCRAE	Yes	Yes	\$5	1		
<a href="#">122011</a>	6	<b>East Bentleigh Pharmore Pharmacy</b>	BENTLEIGH EAST	no	no				inactive - refers

BIS	Dist	Trading Name	Address	fitpak 5	sharp 150/1.8	\$	water	data	comments
<a href="#">122628</a>	6	<b>Priceline Pharmacy - Mornington Central</b>	MORNINGTON						still to implement
<a href="#">122838</a>	6	<b>National Pharmacies - Clayton</b>	CLAYTON						inactive
<a href="#">124581</a>	6	<b>Aspendale Pharmacy</b>	ASPENDALE	Yes	Yes	\$5			
<a href="#">125930</a>	6	<b>Caulfield North Hakman Pharmacy</b>	CAULFIELD NORTH	Yes	Yes	\$6			sells commercial
<a href="#">126445</a>	6	<b>Baxter Pharmacy</b>	BAXTER	Yes	Yes	\$4			
<a href="#">126518</a>	6	<b>Advantage Pharmacy Lakeside</b>	PAKENHAM	Yes	Yes	\$4	0.5		Sells fipacks for \$3.50 and extra water for \$0.50, has collected almost a full rum bin of disposals, not selling any commercial
<a href="#">126554</a>	6	<b>Frankston Chemmart Pharmacy</b>	FRANKSTON	Yes	Yes	\$5			
<a href="#">126776</a>	6	<b>Heatherhill Road Pharmacy</b>	FRANKSTON	Yes	Yes	\$5			
<a href="#">128271</a>	6	<b>Tyabb Pharmacy</b>	TYABB	Yes	Yes	\$5			
<a href="#">4653</a>	6	<b>Priceline Pharmacy - Pakenham</b>	PAKENHAM	Yes	Yes	\$4	1		
<a href="#">101485</a>	6	<b>Garfield Pharmacy</b>	GARFIELD						still to implement
<a href="#">126598</a>	6	<b>Advantage Pharmacy Parkhill</b>	BERWICK	Yes	Yes	\$4	1		
<a href="#">2280</a>	7	<b>Monash Campus Pharmacy</b>	CLAYTON	Yes	no	no charge			
<a href="#">2744</a>	7	<b>Highway Pharmacy (YHW Pty Ltd)</b>	SPRINGVALE	no	Yes				
<a href="#">2876</a>	7	<b>Jells Park Pharmacy</b>	GLEN WAVERLEY	Yes	Yes	\$2	1		
<a href="#">3429</a>	7	<b>Quality Pharmacy Burwood</b>	EAST BURWOOD						still to implement
<a href="#">3724</a>	7	<b>Springvale Plaza Pharmacy</b>	SPRINGVALE SOUTH	Yes	Yes	\$5			include water \$3- 2
<a href="#">4007</a>	7	<b>Outlook Drive Pharmacy</b>	DANDENONG NORTH	Yes	Yes	\$5			
<a href="#">4360</a>	7	<b>Terry White Chemist - Noble Park</b>	NOBLE PARK - 3174	Yes	Yes	\$5	1		includes water
<a href="#">4503</a>	7	<b>Dunearn Pharmacy</b>	DANDENONG NORTH	Yes	Yes	\$2	1		
<a href="#">100317</a>	7	<b>Emerald Village Pharmacy</b>	EMERALD	Yes	Yes	\$6	1		
<a href="#">101122</a>	7	<b>National Pharmacies - Burwood</b>	BURWOOD	no	no				20l pail
<a href="#">101177</a>	7	<b>Studfield Pharmacy</b>	WANTIRNA SOUTH	Yes	Yes	\$5	1		includes water
<a href="#">119467</a>	7	<b>Brown's Pharmacy</b>	ASHWOOD	Yes	Yes	\$3			50c per syringe
<a href="#">119470</a>	7	<b>Vicky Melissas Pharmacy</b>	CLAYTON	Yes	Yes	\$5	1		
<a href="#">121317</a>	7	<b>Hawke's Pharmacy</b>	UPPER FERNTREE GULLY	Yes	Yes	\$2	1		



<b>BIS</b>	<b>Dist</b>	<b>Trading Name</b>	<b>Address</b>	<b>fitpak 5</b>	<b>sharp 150/1.8</b>	<b>\$</b>	<b>water</b>	<b>data</b>	<b>comments</b>
<a href="#">121574</a>	7	<b>Nova Pharmacy - Brandon Park</b>	WHEELERS HILL	no	Yes				selling boxes \$5/100
<a href="#">122470</a>	7	<b>Terry White Chemist - Dandenong</b>	DANDENONG	no	Yes				disposal only
<a href="#">126463</a>	7	<b>Buckley's Pharmacy</b>	WHEELERS HILL	Yes	Yes	\$5			
<a href="#">100505</a>	7	<b>Upper Beaconsfield Pharmacy</b>	UPPER BEACONSFIELD						still to implement
<a href="#">118909</a>	7	<b>Chemist Warehouse - Dandenong</b>	DANDENONG	Yes	Yes	\$5			packs \$5, water
<a href="#">2097</a>	8	<b>Woodend Pharmacy</b>	WOODEND		Yes	\$2	no		has sold fitpacks for \$2.00, doesn't sell syringes, has collected disposals, no remaining commercial stock, doesn't offer extra water
<a href="#">2112</a>	8	<b>Barwon Heads Pharmacy</b>	BARWON HEADS	Yes	Yes	n/c			gives away fitpacks & syringes for free. Has charged 1 customer \$2.00 because they were expecting it for free. Has collected disposals, hasn't offered extra water, still has some commercial packs.
<a href="#">2208</a>	8	<b>UFS Dispensaries - Wendouree</b>	WENDOUREE	Yes	Yes	\$4	1		spoke to Lindy Peters (Retail Co-ordinator): haven't sold any fitpacks as yet but they are marked at \$4.00, don't sell syringes, have collected disposables & given away a sharps container, will offer extra water but not sure on price yet. Have decided to put condoms in fitpack free of charge.
<a href="#">2215</a>	8	<b>Priceline Pharmacy - Corio</b>	CORIO	no	no				transfer stock to grogans -inactive
<a href="#">2323</a>	8	<b>Nova Pharmacy - Ballarat</b>	BALLARAT	Yes	Yes	\$1	1		sells fitpacks for \$5.00, syringes haven't arrived as yet so haven't sold any of them, has no commercial stock, has not collected any disposals, has not offered any extra water as yet, puts condoms in every fitpack. Still awaiting female condoms, disposals units & syringes. I will email Mel re: same.
<a href="#">2374</a>	8	<b>Lorne Pharmacy</b>	LORNE	Yes	Yes	\$3	1		packs \$3, disposal, water
<a href="#">2480</a>	8	<b>Geelong Soul Pattinson Pharmacy</b>	GEELONG	Yes	Yes	\$6			
<a href="#">2517</a>	8	<b>Grogans HealthWise Pharmacy</b>	CORIO	Yes	Yes		1		commercial \$3.50 - order sent early dec
<a href="#">3990</a>	8	<b>Ocean Plaza Pharmacy</b>	OCEAN GROVE						still to implement
<a href="#">101300</a>	8	<b>UFS Dispensaries - Ballarat (Bridge</b>	BALLARAT	Yes	Yes	\$4	1		spoke to Lindy Peters (Retail Co-ordinator): haven't sold
<a href="#">101384</a>	8	<b>UFS Dispensaries - Sebastopol</b>	SEBASTOPOL	Yes	Yes	\$4	1		spoke to Lindy Peters (Retail Co-ordinator): haven't sold
<a href="#">119312</a>	8	<b>UFS Dispensaries - Ballarat (Victoria</b>	BALLARAT	Yes	Yes	\$4	1		spoke to Lindy Peters (Retail Co-ordinator): haven't sold

<b>BIS</b>	<b>Dist</b>	<b>Trading Name</b>	<b>Address</b>	<b>fitpak 5</b>	<b>sharp 150/1.8</b>	<b>\$</b>	<b>water</b>	<b>data</b>	<b>comments</b>
<a href="#">119315</a>	8	<b>UFS Dispensaries - Buninyong</b>	BUNINYONG	Yes	Yes	\$4	1		spoke to Lindy Peters (Retail Co-ordinator): haven't sold
<a href="#">119619</a>	8	<b>Ocean Grove Amcal</b>	OCEAN GROVE						
<a href="#">122646</a>	8	<b>UFS Dispensaries - Mt Clear</b>	MOUNT CLEAR	Yes	Yes	\$4	1		spoke to Lindy Peters (Retail Co-ordinator): haven't sold
<a href="#">122845</a>	8	<b>Labuan Square Pharmacy</b>	NORLANE	Yes	Yes	\$5	1		
<a href="#">123922</a>	8	<b>UFS Dispensaries - Ballan</b>	BALLAN	Yes	Yes	\$4	1		spoke to Lindy Peters (Retail Co-ordinator): haven't sold
<a href="#">124786</a>	8	<b>Quality Pharmacy Bellpost</b>	NORLANE	Yes	Yes	\$3	1		
<a href="#">126501</a>	8	<b>Pulse Pharmacy Newcomb</b>	NEWCOMB						still considering
<a href="#">126502</a>	8	<b>Pulse Pharmacy Geelong West</b>	GEELONG WEST						to post regn
<a href="#">126756</a>	8	<b>St Leonards Pharmacy</b>	ST LEONARDS	Yes	Yes	\$5	1		
<a href="#">127747</a>	8	<b>Delacombe UFS</b>	DELACOMBE	Yes	Yes	\$4	1		spoke to Lindy Peters (Retail Co-ordinator): haven't sold
<a href="#">128186</a>	8	<b>UFS Dispensary Golden Point</b>	GOLDEN POINT	Yes	Yes	\$4	1		\$4.00, don't sell syringes, have collected disposables &
<a href="#">3229</a>	8	<b>Kyneton Chemmart Pharmacy</b>	KYNETON	Yes	Yes	\$5	no		sells fitpacks 3 for \$3.00, 5 for \$5.00, has collected
<a href="#">3604</a>	8	<b>Kennedy's Amcal Pharmacy</b>	KYNETON	Yes	Yes	\$3	1		sells extra water upon request \$2.70 for 5.. Log by
<a href="#">127876</a>	8	<b>Chemist Warehouse - Alfredton</b>	ALFREDTON	Yes	Yes	\$3	no		sells fitpacks for \$3.00, sells syringes for \$0.30, hasn't
<a href="#">128037</a>	8	<b>Maldon Pharmacy</b>	MALDON	Yes	Yes	\$2			hasn't sold any fitpacks as yet but plans to sell them for
<a href="#">4735</a>	8	<b>Clunes Pharmacy</b>	CLUNES	Yes	Yes	\$3	1		has sold 1 fitpack \$3.00, has 1 commercial pack left, has
<a href="#">101114</a>	8	<b>Portarlinton Pharmacy</b>	PORTARLINGTON	Yes	Yes	\$4	1		\$3.95, don't offer any extra water with fitpacks
<a href="#">101181</a>	8	<b>Chris Walsh's Pharmacy Drysdale</b>	DRYSDALE	Yes	Yes	\$4	1		\$3.95, have collected disposals, don't offer extra water
<a href="#">119572</a>	8	<b>Priceline Pharmacy - Ballarat</b>	BALLARAT	Yes	Yes	\$5	1		fitpacks for \$5.00, syringes from \$0.35 to \$0.50, has
<a href="#">119618</a>	8	<b>Point Lonsdale Pharmacy</b>	POINT LONSDALE	Yes	Yes	\$3			sell fitpacks for \$3.00. Unsure as to whether she would
<a href="#">119640</a>	8	<b>Creswick Pharmacy</b>	CRESWICK	Yes	Yes	\$5	1		plans to sell 7 for \$7.95, selling syringes for \$0.35, still
<a href="#">122645</a>	8	<b>Winchelsea Pharmacy</b>	WINCHELSEA	Yes		\$4			sells fitpacks for \$3.55 for 5, doesn't sell separate
<a href="#">124681</a>	8	<b>Haintz Pharmacy</b>	BALLARAT	Yes	Yes	\$5			Sell fitpacks for \$5, don't sell syringes, have collected disposals, have sold all commercial products, don't offer any extra wat
<a href="#">124762</a>	8	<b>Priceline Pharmacy - Ocean Grove</b>	OCEAN GROVE						still to implement
<a href="#">124917</a>	8	<b>Priceline Pharmacy - Ballarat</b>	BALLARAT	Yes	Yes	\$5			fitpacks for \$5.00 for 5
<a href="#">127491</a>	8	<b>Nova Pharmacy - Wendouree</b>	BALLARAT	Yes	Yes	\$3	1		for \$3.00, doesn't sell single syringes, has given out and collected many disposal containers, still has commercial stock, unsure about whether he will offer any extra water

BIS	Dist	Trading Name	Address	fitpak 5	sharp 150/1.8	\$	water	data	comments
<a href="#">2178</a>	9	UFS Dispensaries - Beaufort	BEAUFORT	Yes	Yes	\$4	1		spoke to Lindy Peters (Retail Co-ordinator): haven't sold any fitoacks as yet but they are marked at \$4.00, don't sell syringes, have collected disposables & given away a sharps container, will offer extra water but not sure on price yet. Have decided to put condoms in fitpack free of charge.
<a href="#">2409</a>	9	Artz & Kay Chemmart Pharmacy	WARRNAMBOOL	Yes		\$4			still getting rid of commercial fitpacks. Sell them for \$4, don't offer any extra water, haven't collected disposals.
<a href="#">2698</a>	9	James Dean Pharmacy - Gray Street	HAMILTON	Yes	Yes				Still to implement
<a href="#">2846</a>	9	McLean's Pharmacy	PORT FAIRY	Yes	Yes	\$4	1		have sold 1 fitpack, sell for \$4.45 for 5, don't sell separate syringes, have collected disposals, have a small amt of remaining commercial stock. Hadn't thought about offering water -will discuss with his girls and get them to do so
<a href="#">4213</a>	9	Grant Picone Pharmacy	TERANG	Yes	Yes	\$3	1		order faxed 130110
<a href="#">100157</a>	9	South West Pharmacy	MORTLAKE	Yes	Yes	no charge			
<a href="#">100909</a>	9	James Dean Pharmacy - Learmonth St	HAMILTON						still considering
<a href="#">101249</a>	9	Priceline Pharmacy - Warrnambool	WARRNAMBOOL	Yes	Yes	\$5			
<a href="#">118469</a>	9	Advantage Pharmacy Ararat	ARARAT	Yes	Yes	no charge		Yes	Illicit- collection improved
<a href="#">118662</a>	9	Monaghans HealthWise Pharmacy	WARRNAMBOOL	Yes	Yes	\$4			
<a href="#">118814</a>	9	Birchip Community Pharmacy	BIRCHIP	Yes	Yes	\$5			have fitpacks in stock but haven't sold any - priced at \$4.50 including extra water, sell syringes for \$0.60 each, haven't collected any disposals but have given away many sharps containers.
<a href="#">120327</a>	9	Colac Healthwise Pharmacy	COLAC	Yes	Yes	no charge			
<a href="#">120329</a>	9	R P Hynes HealthWise Pharmacy	COLAC	Yes	Yes	\$3			order organised
<a href="#">120898</a>	9	Koroit Pharmacy	KOROIT	Yes	Yes	\$5			
<a href="#">121846</a>	9	Kaniva Country Chemist	KANIVA	Yes	Yes	\$3			
<a href="#">124693</a>	9	Horsham HealthWise Pharmacy	HORSHAM	Yes	Yes	\$4			
<a href="#">125931</a>	9	Horsham Plaza Healthwise Pharmacy	HORSHAM	Yes	Yes	\$5			
<a href="#">126694</a>	9	Portland Guardian Pharmacy	PORTLAND						still to register

BIS	Dist	Trading Name	Address	fitpak 5	sharp 150/1.8	\$	water	data	comments
<a href="#">127739</a>	9	Edenhope Pharmacy	EDENHOPE	Yes	Yes	\$3	1		
<a href="#">127782</a>	9	Keatings Pharmacy	HEYWOOD						to post regn asap
<a href="#">2565</a>	9	Timboon Pharmacy	TIMBOON	Yes	Yes	\$4	1		Will be selling fitpaks for \$4.00 and offering extra water for \$1.00. Discussed up-coming emails from both the Guild & DoH
<a href="#">2601</a>	9	Horsham Amcal Chemist	HORSHAM						still to implement
<a href="#">3138</a>	9	Soulsby & Struth Pharmacy	WARRNAMBOOL	Yes	Yes	\$3	1		sell fitpaks for \$3.00 for 5, syringes for \$1.00, have collected disposals, haven't offered any Extra water to date but will in the future
<a href="#">4193</a>	9	Dennis Ham Amcal Pharmacy	WARRNAMBOOL	Yes	Yes	\$4			sell fitpaks 5 for \$3.95,
<a href="#">4297</a>	9	Brian Hancock's Stawell Amcal Pharmacy	STAWELL						still to implement
<a href="#">118775</a>	9	Dimboola Pharmacy	DIMBOOLA						still to implement
<a href="#">126493</a>	9	Warracknabeal Pharmacy	WARRACKNABEAL	Yes	Yes	no charge	1		giving them away for free, still selling commercial syringes, have collected disposals, will offer extra water and will just sell at cost
<a href="#">2021</a>	10	Chemist Warehouse - Mildura	MILDURA						still to implement
<a href="#">2155</a>	10	Barlow, Godfrey & Weller Pharmacy	ECHUCA	Yes		\$4			sells fitpaks for \$4.00, hasn't collected disposles, no water - says he will start offering, still selling commercial packs.
<a href="#">2195</a>	10	A Beaumont Hall Pharmacy (C)	KANGAROO FLAT	Yes		\$3	no		Has sold fitpaks for \$2.50, has not yet collected, no water, no commercial packs
<a href="#">2363</a>	10	Healthworks Pharmacy	KANGAROO FLAT	Yes	Yes	\$3	1		sell fitpaks for \$2.50, don't sell syringes, have collected disposals, have sold all commercial fitpaks, sell extra water for 5 for \$5.00 but never get asked.
<a href="#">2766</a>	10	Marraboor Pharmacy	SWAN HILL						still to post
<a href="#">2957</a>	10	Robinvale Pharmacy	ROBINVALE	Yes	Yes	\$2			
<a href="#">4463</a>	10	Kent's Amcal Pharmacy	SWAN HILL	Yes	Yes	\$6	1		
<a href="#">118885</a>	10	Eaglehawk UFS Dispensary Ltd	EAGLEHAWK	Yes	Yes	\$4	1		spoke to Lindy Peters (Retail Co-ordinator): haven't sold any fitoacks as yet but they are marked at \$4.00, don't sell syringes, have collected disposables & given away a sharps container, will offer extra water but not sure on price yet. Have decided to put condoms in fitpack free of charge.

BIS	Dist	Trading Name	Address	fitpak 5	sharp 150/1.8	\$	water	data	comments
<a href="#">119605</a>	10	Cohuna Amcal Pharmacy	COHUNA	Yes	Yes	\$2	1		
<a href="#">124718</a>	10	Healthwise Pharmacy - Eaglehawk	EAGLEHAWK	Yes	Yes	\$4			
<a href="#">126008</a>	10	Emily Roberts Amcal Pharmacy	BENDIGO	Yes	Yes	\$5	1		includes water
<a href="#">127784</a>	10	Centro Mildura Pharmacy	MILDURA						still considering
<a href="#">3413</a>	10	Priceline Pharmacy - Kangaroo Flat	KANGAROO FLAT	Yes	Yes	\$4	1		fitpacks for \$4.00, don't sell syringes, haven't collected any disposals, offer extra water with fitpacks which they sell for \$1.00.. Log by Emma
<a href="#">4087</a>	10	Rushworth Pharmacy	RUSHWORTH	Yes	Yes	\$5			low volume
<a href="#">100564</a>	10	Heathcote Pharmacy	HEATHCOTE						inactive
<a href="#">118806</a>	10	Terry White Chemist - Mildura	MILDURA						still in process
<a href="#">127679</a>	10	Tongala Pharmacy	TONGALA	Yes	Yes	\$5.95%	1		each fitpack.
<a href="#">2041</a>	11	Central Pharmacy Wodonga	WODONGA	Yes	Yes	\$5			sells fipacks for \$5.00, syringes for anywhere between for free and \$0.45, has collected disposals, does not offer extra water.
<a href="#">2168</a>	11	Tatura Pharmacy	TATURA	Yes	Yes	\$3			
<a href="#">2185</a>	11	Paul Wickham Pharmacy	MOOROOPNA	Yes	Yes	\$3			to order ndss
<a href="#">4450</a>	11	Beechworth Pharmacy	BEECHWORTH						still to implement
<a href="#">121105</a>	11	Chemist Warehouse - Shepparton	SHEPPARTON	Yes	Yes		1		regn sent 060810
<a href="#">123404</a>	11	Birallee Amcal Pharmacy	WODONGA	Yes	Yes	\$4			have sold fitpacks for \$3.50, have collected disposals, still have commercial packs, don't offer any extra water.
<a href="#">124799</a>	11	Family Care Pharmacy - Princess Park	SHEPPARTON						still to register
<a href="#">125700</a>	11	Priceline - Shepparton Market Place	SHEPPARTON EAST	Yes	Yes	\$3			still to implement
<a href="#">125919</a>	11	Myrtleford Community Pharmacy	MYRTLEFORD	Yes	Yes	no charge			commercial packs - no charge
<a href="#">123916</a>	11	Miegel's Pharmacy	RUTHERGLEN	Yes	Yes	\$3	1		sells fitpacks for \$3.00, doesn't sell syringes, has collected plenty of disposals, still has some commercial stock
<a href="#">126714</a>	11	Mooroopna Pharmacy	MOOROOPNA	Yes	Yes	\$2	1		sell fitpacks for \$2.00, sells syringes for \$0.30, syringes are still commercial stock, has collected disposals, only gives extra water upon request
<a href="#">2187</a>	12	Advantage Pharmacy Davies & Moller Tarwin Pharmacy	MORWELL	Yes	Yes	\$2		will try	3 syringes free, buy 5 \$1.50
<a href="#">2608</a>	12	Findlay & Weymouth Pharmacy - Sale	SALE	Yes	Yes	\$4	1		to organise chute

BIS	Dist	Trading Name	Address	fitpak 5	sharp 150/1.8	\$	water	data	comments
<a href="#">2972</a>	12	<b>Cowes Amcal Pharmacy</b>	COWES	Yes	Yes	\$5	1		Sells fitpack for \$5.00 which includes extra water, sells syringes for \$0.50, has collected disposals, no more commercial equipment in store. DIDN'T get filters with stock - I will let Angela know. BB emailed Ziggy discussion re filters 280610
<a href="#">3558</a>	12	<b>Terry White Chemist - Maffra</b>	MAFFRA	Yes	Yes	\$3			
<a href="#">3689</a>	12	<b>Wonthaggi Miners' Friendly Society Dispensary Ltd</b>	WONTHAGGI						to post regn
<a href="#">4097</a>	12	<b>Advantage Pharmacy - Yarram</b>	YARRAM	Yes	Yes	no charge	1		
<a href="#">4299</a>	12	<b>Kooweerup Pharmacy</b>	KOOWEERUP	Yes	Yes	\$2	1		
<a href="#">101081</a>	12	<b>Lakes Riviera AMCAL Pharmacy</b>	LAKES ENTRANCE	Yes	Yes	\$3	1		
<a href="#">118821</a>	12	<b>Heyfield Pharmacy</b>	HEYFIELD						still to implement
<a href="#">118892</a>	12	<b>Stratford Pharmacy</b>	STRATFORD	Yes	Yes	\$4			
<a href="#">121249</a>	12	<b>Terry White Chemist - Bairnsdale</b>	BAIRNSDALE						still to implement
<a href="#">123566</a>	12	<b>Advantage Pharmacy - Churchill</b>	CHURCHILL	Yes	Yes	\$3	1		
<a href="#">124576</a>	12	<b>Orbost Pharmacy</b>	ORBOST	Yes	Yes	\$5	1		
<a href="#">126435</a>	12	<b>Lakes Esplanade Guardian Pharmacy</b>	LAKES ENTRANCE	Yes	Yes	\$4	1		
<a href="#">126515</a>	12	<b>Coastcare Pharmacy - Paynesville</b>	PAYNESVILLE	Yes	Yes	\$5	1		
<a href="#">126630</a>	12	<b>Advantage Pharmacy Warragul</b>	WARRAGUL						still to implement
<a href="#">126774</a>	12	<b>Advantage Pharmacy Bairnsdale</b>	BAIRNSDALE	Yes	Yes	\$5	1		
<a href="#">126810</a>	12	<b>Pulse Pharmacy Bairnsdale</b>	BAIRNSDALE	Yes	Yes	\$4	1		
<a href="#">127950</a>	12	<b>Pulse Pharmacy Sale</b>	SALE	Yes	Yes	\$2			
<a href="#">3113</a>	12	<b>Nagel's Pharmacy</b>	LEONGATHA	Yes	Yes		1		still to implement
<a href="#">3586</a>	12	<b>Traralgon Guardian Pharmacy</b>	TRARALGON						still to implement
<a href="#">100510</a>	12	<b>Warragul Amcal Pharmacy</b>	WARRAGUL						still to implement
<a href="#">118879</a>	12	<b>Trafalgar Pharmacy</b>	TRAFALGAR	Yes	Yes	no charge			give fitpacks away for free, don't sell separate syringes, have collected disposals, have sold out of commercial sto
<a href="#">124684</a>	12	<b>Neerim South Pharmacy</b>	NEERIM SOUTH						Still to implement
<a href="#">126869</a>	12	<b>Phillip Island Pharmacy</b>	COWES	Yes	Yes	\$5			4.95, don't sell syringes, don't offer any extra water with fitpacks, haven't collected any disposal



## Appendix 14

### Anex Content for Final Report

#### Introduction

##### **Background:**

##### **Anex**

The Pharmacy Guild requested that Anex provide training for Pharmacies that had registered to operate a Needle and Syringe Program (NSP). Those attending training would include Pharmacists and Pharmacy assistants from Metropolitan and regional areas. The purpose of the training was to increase the capacity of staff to provide sterile injecting equipment as part of the Victorian government health promotion strategy to reduce injecting related harms including HIV and Hepatitis C.

It was identified that those attending training would have specific needs as:

- Participants were unlikely to have had experience with working closely with injecting drug users.
- Have little knowledge of the issues facing injecting drug users and the benefits of NSP.
- Those from regional areas may face opposition from the community in which they work.
- Pharmacies, as small businesses are not funded to operate NSP.

The Guild identified the five components of the pharmacy NSP program as.

1. Distributing new equipment
2. Safe disposal of used equipment
3. Effective referral (to other services)
4. Providing accurate information regarding harm minimisation to the general public
5. Improve the service provision within the AOD sector by pharmacies becoming part of the NSP network

#### Activities Undertaken

##### **Project Strategies:**

##### Training Program (developed and delivered by Anex)

To address the identified needs of the target audience, the Guild requested specific topic areas to be covered in a state wide training program. It was agreed that the training sessions would each be two hours long and would run in six locations:

- Geelong;
- Warnambool;
- Bendigo;
- Melbourne (Hawthorn);
- Melbourne (Attwood);
- Traralgon.



It was agreed that the following issues would be addressed in each session:

- Support Anex can provide to NSP.
- Who injects drugs – (to address pre-conceived negative ideas of who is an injecting drug user).
- Why people start using (or progress to injecting) illicit drugs.
- Spread of infections such as Hep C and HIV.
- Definitions of the various types of NSPs and a brief overview of how they operate (highlighting the gaps in service filled by pharmacy NSPs).
- Discuss moral issues around providing injecting equipment;
- Drugs used and equipment needed for the various drugs;
- Short demonstration on equipment being used and its purpose.

Anex compiled a training presentation which covered the requested topics and presented this at the above locations. Where possible, Anex arranged for local alcohol and other drug agencies to attend each session to provide participants with an opportunity to network with workers in the field. The main objective of this was to reassure participants that they can be supported by local workers with in-depth knowledge of injecting drug use. The training was designed to be interactive to draw on participants experiences and feedback from those in attendance was positive.

### Lessons Learned

Project partners have identified a number of lessons learned from the project. These include:

- Pharmacies operating NSP would benefit from ongoing support through local primary NSP/other AOD service providers. This would assist Pharmacy staff to keep up to date with local drug use trends, referral options for clients requesting support and possible issues of health and safety.



## Harm Reduction and Health Protection: Training for Pharmacy-based Needle & Syringe Programs

NSPs: An effective public health measure aimed at preventing  
& reducing drug related harms in the community

### DOH & Pharmacy Guild Project

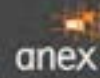


- Increasing access to sterile injecting equipment: and disposal options

Undertaken through:

- Mapping
- Recruitment of pharmacies to become registered NSPs
- Monitoring and evaluation of impacts

## About Anex



**Anex works to increase understanding and improve responses to issues that arise from the problematic use of illicit drugs, medicines and alcohol.**

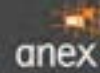
### **Work Anex does:**

- Research and policy development
- Workforce development
- Communication and advocacy



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## This evenings session...



**Values and attitudes**

**Harm minimisation**

**Vein care & Injecting Related Injury & Disease**

**Intoxicated services users**

**Equipment distribution & safe disposal**

**Referral & available resources**



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## Values & Attitudes

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- Personal & professional values
- Attitudes about drugs & people who use them
- What impact do our values & attitudes have on our work?



## Why do people take drugs?

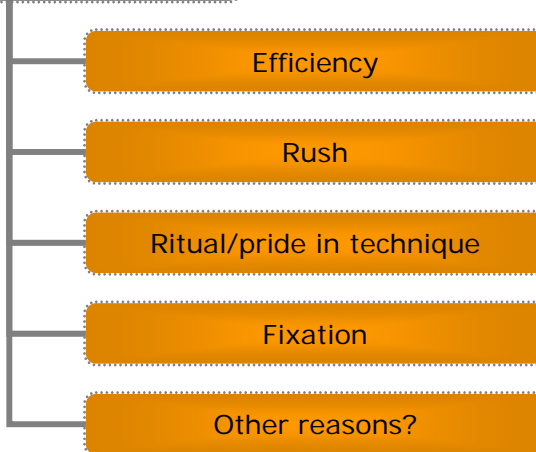
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- **To meet a need**
- Self medicating
- Pain management
- Difficult to stop
- To have fun
- Stop hanging out
- Addicted
- **Why do services work with drug users**
- Reduce drug related harm
- Make sure the person is safe and can be part of the community
- Stop infections
- NSPs can be a good way for people to access other health and support services

# Why do people inject?



Injecting often chosen for...



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# Drugs that are often injected



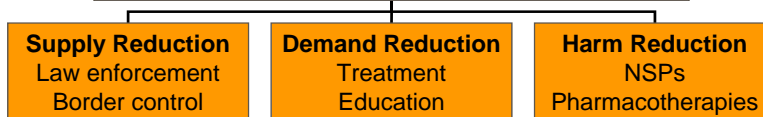
- Heroin
- Amphetamine type drugs  
Speed, ICE
- Opioid based medicine  
(Oxycontin, MS Contin)
- Benzodiazepines (Benzos)



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### “Harm Minimisation” - Three Pronged Approach

## Harm Minimisation



### Needle and Syringe Programs

- Instrumental in reducing & preventing drug related harms including HCV and HIV.
- In Australia, the level of HIV infection amongst people who inject drugs has remained below 2%,
- 1<sup>st</sup> point of contact between IDUs and the health service system.

## Return on Investment II



- From 2000 to the end of 2009 NSPs have directly averted:
  - 32,050 new HIV infections
  - 96,667 new Hep C infections
- \$1 spent = \$4 saved to the health system
- During 2000 – 2009, the gross funding for NSPs was \$243 million.

## Models of Service



- Primary NSPs - fixed site
- Secondary NSPs - co-located service
  - Located in community health services, hospitals,, drug treatment agencies, local government offices
- Pharmacy NSP
- All NSPs have disposal facilities
- There are gaps in the service



## Pharmacy NSP program



1. Distributing clean equipment
2. Safe disposal of used equipment
3. Effective referral (to other services)
4. Providing accurate information regarding harm minimisation to the general public
5. Improve the service provision within the sector by pharmacies becoming part of the NSP network

## Blood Borne Viruses



### Hepatitis B

- Virus that can cause permanent damage to the liver if not treated
- Transmitted by blood and sexual fluids

### Hepatitis C

- Infection that can lead to chronic liver disease and cirrhosis of the liver
- Transmitted by blood to blood contact only

### HIV

- Virus that can, over time lead to AIDS which is a syndrome where your immune system does not work as it should and reduces your ability to fight disease

## Spread of Hep C



- **Hepatitis C is transmitted by blood-to-blood contact only**
- The activity primarily associated with HCV transmission is injecting drug use (80% - 90% of infections)
- HCV is NOT sexually transmitted (unless there is blood involved)
- You can be infected with more than one strain or genotype
- Un-sterile tattooing and body piercing can transmit HCV
- Sharing (infected) razors or toothbrushes can transmit HCV

## HIV transmission

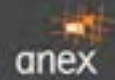


- HIV is transmitted via blood and sexual fluids
- Unsafe sex and the sharing of injecting equipment increases the risk of transmission of HIV
- There is a lot of incorrect information
- Blood products have been screened since 1985

## Injecting equipment



## NEEDLES AND SYRINGES



### NSP stock

- Standard size supplied for injecting is 1ml syringe with a 27 gauge. Also available in 29 gauge ("ultrafines").
- Syringes ("barrels") available in **3ml, 5ml & 10ml** sizes.
- Separate needles ("tips", "gauges") available in **19g, 21g, 23g, 25g & 27g** of varying lengths.
- It is good practice to have at least some of all stock options available.

## Needle Stick Injury (NSI)



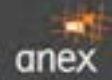
- Flush the area with flowing water (or saline if available).
- Wash well with soap and water.
- Apply antiseptic on the wound and cover it with a water-proof bandaid.
- Seek medical attention
- Notify the NSP Manager or Coordinator as soon as possible.
- An Incident Report Form must be completed and a copy forwarded to the HPSU.

## Why Vein Care?



- People will continue to inject.
- Good injecting technique will help prolong the life of veins.
- Infection may cause temporary blockage... This may lead to permanent damage.
- Sites considered dangerous for IV use.
- People may be resistant to NIROA once established IV use.
- Knowledge of new injectors

## Poly drug use



Broad definition - Using more than one particular drug (e.g. heroin and alcohol)

It's not uncommon for drug users to use more than one drug

- To increase the effect
- One after another
- One instead of another
- One when coming down



Increasing the amount of drugs increases the risks involved



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## Pills



- MS Contin and Oxy Contin are becoming drugs of choice over heroin.
- You can still overdose on legally made medicines
- All of the risks apply when injecting pills and a few more
- OxyContin contains wax. This can cause collapsed veins and loss of fingers, toes and heart problems
- Pills need to be filtered properly



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## Opioid Intoxication

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### Short term

- Intense pleasure
- Pain relief
- Drowsiness 'on the nod'

### In greater quantities

- The ability to concentrate is impaired
- Breathing can become shallower and slower
- Nausea and vomiting are more likely to occur



Victoria Department of Human Services



The Pharmacy Guild of Australia

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## Wheel Filters

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Increased requests from service users

Access & Education

Barriers

Various sizes

Wheel filters essential as a key Harm Reduction message

## Injecting Harms



### Mechanical harms



### • Response

- Repeat injection
- Big needle
- Blunt needle
- Wrong direction
- Bevel wrong way
- Hit/puncture other side of vein
- Missed shot
- Arterial injection
- Rotate injection sites
- Use smallest needle possible
- Use new needle
- Bevel face up
- Inject at shallow angle
- Avoid injecting near a pulse



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## Potential Harms



### Substance harms

- Irritant substance
- Particulate or insoluble matter
- Contaminated substances

#### Leading to:

- Vein damage
- Abscess
- Damage to heart, lungs and capillaries
- Swelling
- Dirty hit

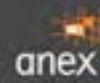
### Harm reduction

- Adequate filtering
- More water
- Sterile water
- Careful injecting technique
- Alternative routes of administration
- Get right information on the risks
- Seek advice for concerns



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## Potential harms



### Infection Harms

- Blood Borne Viruses (HIV, hepatitis C, hepatitis B)
- Environmental bacteria
- **Leading to:**
- Abscesses and other local infections
- Endocarditis and other non-local infections
- Septicaemia

### Infection control

- Hand washing
- Blood awareness
- New equipment (all)
- Own equipment (all)
- Skin prep
- Infection recognition
- Infection treatment
- Don't inject through infection

## Long term consequences



When the flow of blood through the limbs has been severely affected, there are a number of problems that can arise. These include:

- Wound infections
- Re-routing of blood to smaller veins
- Ulcers
- Gangrene

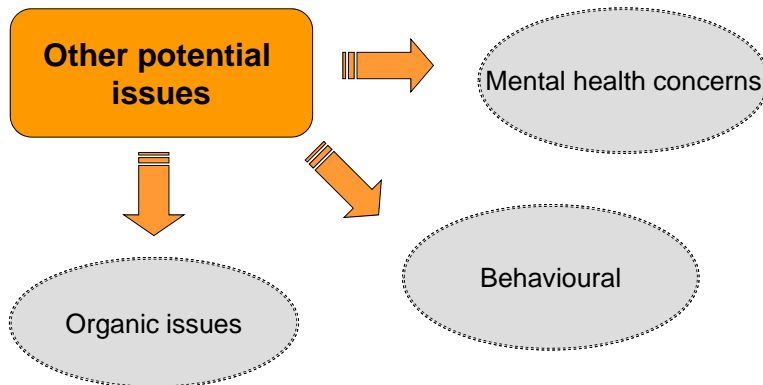


Result of  
Poor injecting



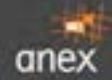
## Intoxicated Service Users

Intoxicated / not intoxicated...What else could be happening?



*There are risks associated with making assumptions regarding how people present*

## Making things safer



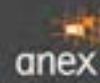
- Encouraging people to look after themselves can be a positive move
- Remember that we don't always know what's going on in other people's lives
- Look after your own health and speak about things that are bothering you
- Support each other

## Difficult situations



- The 16 year old kid
- The mum with the baby
- The aggressive client

## Resources



### Phone Contacts:

- Anex 9486 6399
- Hepatitis C Council of Victoria  
9380 4644
- Direct Line 1800 888 236
- Disposal Helpline 1800 552 355  
(24 hrs)
- Health Promotion Services NSP  
➤ Helpline 1300 365 482
- Harm Reduction Victoria 9329  
1500 (Victorian Drug User  
Organisation)

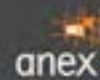
### Websites:

- [www.anex.org.au](http://www.anex.org.au)
- [www.druginfo.adf.org.au](http://www.druginfo.adf.org.au)
- [www.hepatitisaustralia.com](http://www.hepatitisaustralia.com)
- [www.hepcvic.org.au](http://www.hepcvic.org.au)
- <http://www.dhs.vic.gov.au>



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## Contacts for this project



### Pharmacy Guild contact person

Bev Baxter  
Pharmacy Facilitator – Health Protection  
The Pharmacy Guild of Australia (Victoria)

Tel 03 9810 9999 mob 0429 007 775

email [bev.baxter@vic.guild.org.au](mailto:bev.baxter@vic.guild.org.au)



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## Appendix 16



The Pharmacy  
Guild of Australia

Thursday, 2 April 2009

# Feedback: NSP Training Session

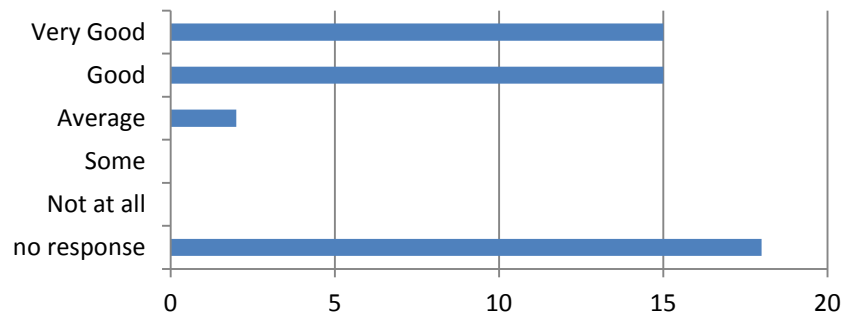
31 March 2009 – Hawthorn

50 attendees

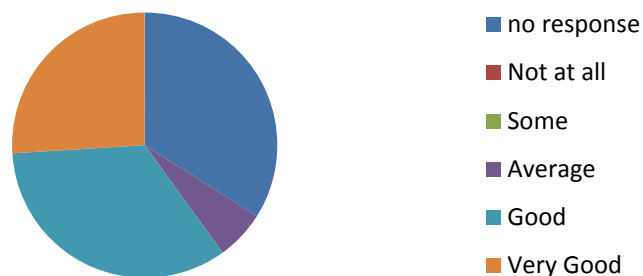
15 Pharmacies, 23 pharmacists 4 DHS, Anex, 8 Guild

33 surveys completed

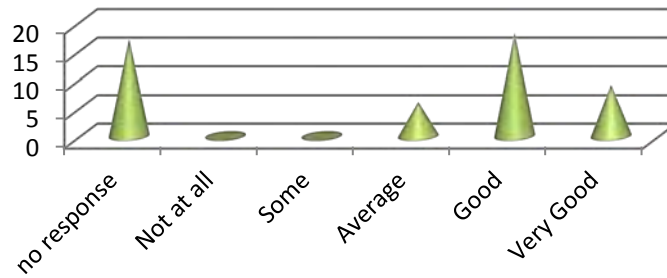
## How Informative was the Training



## How Adequate was the Subject Covered



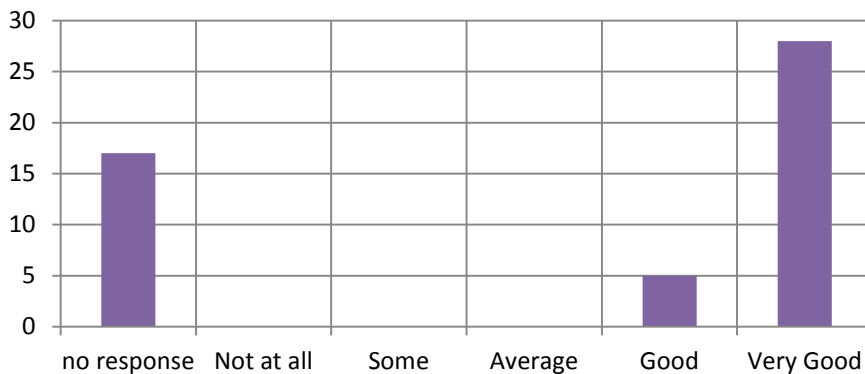
## How Effective were the Written Materials



### Comments Regarding Presenter

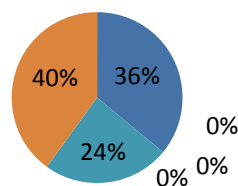
- Very clear, precise
- Very well put together, good material, well presented
- Presenter very informative
- Easy to listen to
- Further sessions with ongoing information & education
- Good that there were numerous people from ANEX etc to comment & provide input
- Great communicator, clear in all points made
- Very well presented
- Very entertaining
- Very informative, made sure we understood. Session after the break more beneficial
- Very informative
- Very entertaining, although Brad kept putting his hand to his chin or over his mouth, this did not interrupt the presentation
- Good introduction to pharmacy NSP
- Used abbreviations & terms that some people may not be familiar with
- Show more items i.e. visuals (products, photos), demonstrations
- Entertaining

### Presenters Knowledge of Subject Materials



### Presenters - Presentation Skills

■ no response ■ Not at all ■ Some ■ Average ■ Good ■ Very Good



Are there any other courses the Guild could deliver?

- HIV, Hep C training, what is it?
- How to deal with customer questions
- Advanced wound care
- Yes, unsure courses the Guild currently offer – other than pharmacy course
- Always interested in information nights – never too much knowledge
- Anything
- Individual training for conditions/ medical problems i.e. Blood Pressure, Diabetes, (more so than actual product training.
- Just to give assistants a better understanding of some conditions. Often ‘product’ companies provide conflicting advice/ information.
- Illicit drug use
- No

### **What aspects of this presentation would you have changed?**

- Not enough time
- Need more time around the mechanics of running a NSP in community pharmacy
- Would have enjoyed a few more bits & pieces on transmission rates etc – a few cold facts
- Nothing x 5
- More details about NSP & more examples of how they run , what is provided etc
- More time allocated to issues after break
- Specifics about illicit drug use
- Make it shorter
- Scenarios, Demonstrations, hands on.
- Demonstration how needles work
- Make sure all slides are on handout – don’t interrupt presentation handing out extra sheets
- Adverse reactions of drug use – strategies to address those relevant to pharmacy triage e.g. sugar-free gum for oral hygiene, constipation, nutrition – vitamin supplementation
- Discussion demonstration of use of filters & water
- Seemed to be aimed at pharmacists – basic training of general terms. Perhaps more information prior to training on Hep C , HIV
- Time- length of presentation
- Provide solutions to problems that may be encountered, rather than discussing problems we may come across
- Extend time, perhaps some Dorothy Dix questions if audience is not interacting to expand areas e.g. as with filters & syringes

### **In what ways could the course be more relevant?**

- As there is so much information consider two sessions or add it to PSA calendar
- More about the mechanics of supply
- Short insight into Hep C & HIV
- Ways to handle situations
- Input from current NSPs re their own experience working with the program
- Ideas in how to discretely dispose of used equipment
- Wound Care
- Fine, very relevant
- Pharmacy service different consumer groups – difficult to be relevant for specific pharmacies
- Identifying injecting vein injury & treatment options
- No actual information on use of 20l pails, how used equipment destroyed

- Most staff are naïve as to what really goes on & how items are used- terminology IDUs use would be helpful
- Case scenarios



### What do you think were the best features of the course?

- Informative, interactive
- Knowledge & what services are available to both the provider & the consumer
- Food
- Good introduction
- Hearing the statistics & how Australia has kept AIDS down by NSP
- Bev Baxter
- The knowledge that the course gives
- Talked about some real issues
- Different discussions about other issues and concerns
- Statistics, harms, responses & symptoms of intoxication
- It shows Brad has a lot of knowledge in this field
- Food, kept relatively short- didn't drag, very informative
- Answers questions for our new adventure in community pharmacy
- Content, presenters
- Going into specifics in the mechanics of injecting, statistics & presentation
- The knowledge & quality of the presenter & his information
- Great background on harm minimisation ideas & goals
- Nitty gritty on vein care is very interesting

## Appendix 17



The Pharmacy  
Guild of Australia

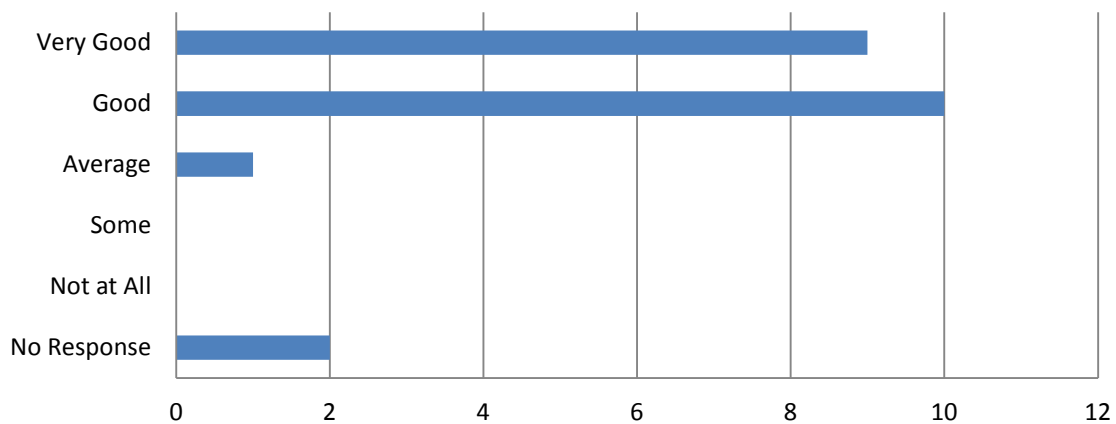
**Feedback:**  
**Harm Reduction and Health protection Training for NSP**  
**Tuesday 7 July 2009**  
**Presented by Brad Pearce from ANEX**

### Event Information

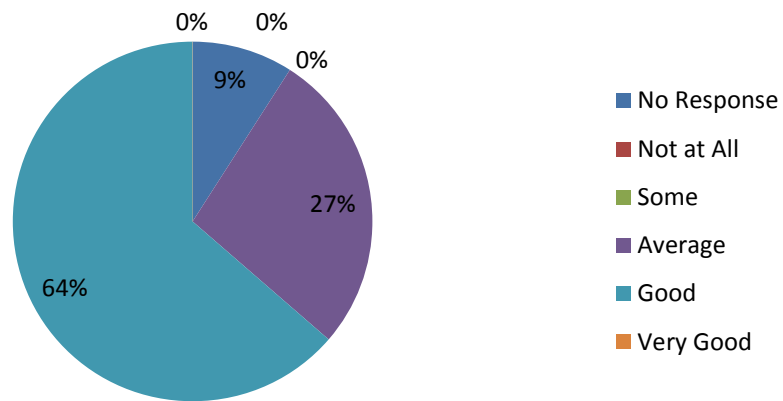
20 surveys completed

26 Attendees - 17 pharmacists, 11 pharmacies, 2 Anex, 1 DHS, 1 Guild

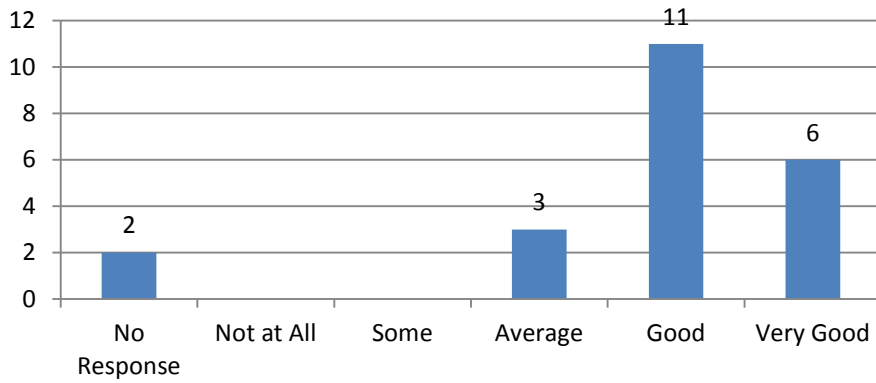
### How informative was the training session?



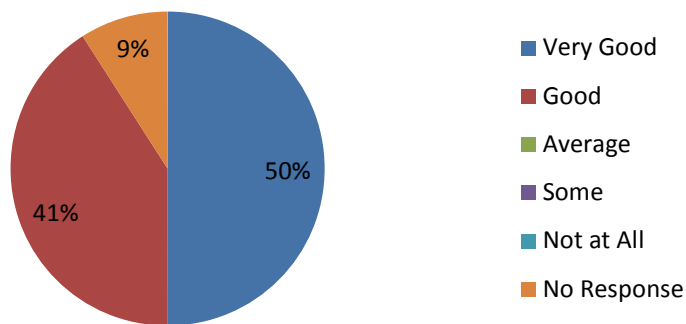
### How adequately was the subject covered?



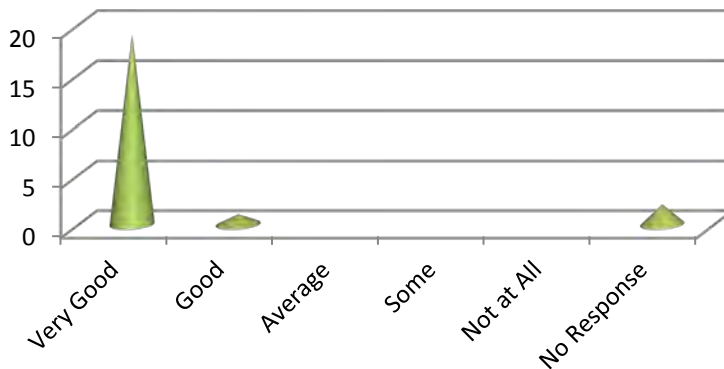
### How effective were the written materials?



### Rate your opinion of the presenter



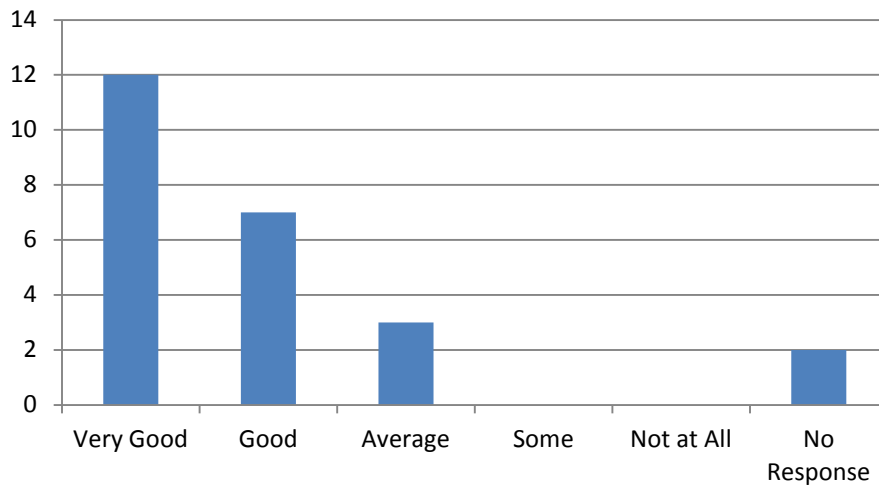
### Knowledge of subject matter



### Comments Regarding Presenter:

- It was in the interest of safe protection skills for the public & staff
- Informative, good to know, very good, very interesting & knowledgeable
- Opened my eyes
- Allowed discussion, encouraged interaction with participants
- Presenter easily goes off on a tangent

## Presentation skills



## What were the best aspects of the training?

- Candidness in addressing the subject, learnt rather more than expected, actually seeing the products, seeing the equipment & how it is used, real life examples
- Covered a broad range of information, good subject matter, good insight to subject which could become part of job as a pharmacy assistant
- Brad very knowledgeable & addressed drug usage situations I was not aware of, different aspects of NSP programs, covered things other than just the needle exchange, current knowledge of frontline issues, presenter had a high degree of knowledge
- Greater knowledge, interaction with peers, information & stats about drug use & benefits of harm minimisation
- Acknowledge the existence of the program & the role pharmacy can play in the safety of our community
- Very comfortable to voice personal concerns with program without feeling inadequate or opinionated
- Fairly up to date & practical knowledge about drug injecting
- Good to know where to refer clients, info stats on Hep C & HIV, info on equipment & disposal

**What aspects of the training would you change?**

- Decreased time on Harm Minimisation background etc
- More practical ways of dealing with supply/disposal in store
- Focus more on the operational aspects of dealing with direct issues likely to be faced with, more time on logistics of managing pharmacy NSP
- List of NSP providers
- Photocopies of graph hard to read
- None, start at 6.30pm, a day training, maybe just a bit long in some parts (for pharmacists)
- More pharmacy orientated- tips on how to do things
- to think about how this will work in pharmacy

**Are there any other courses/topics that the Pharmacy Guild could deliver to assist you?**

- Product knowledge, pharmacy assistant role, questions to ask to provide right products needed
- More about fitting professional services into busy pharmacy practice & how to promote
- More information on the practicality of setting up & involving all pharmacy staff

## Appendix 18



The Pharmacy  
Guild of Australia

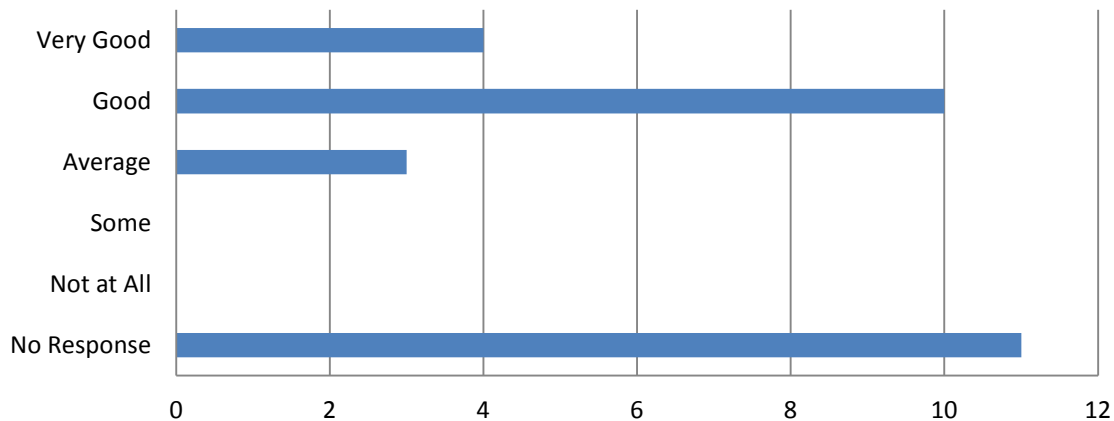
### Feedback: Harm Reduction and Health protection Training for NSP Tuesday 22 Sept 2009 – Hawthorn Presented by Nicola Cowling & Emma Barnard from ANEX

#### Event Information

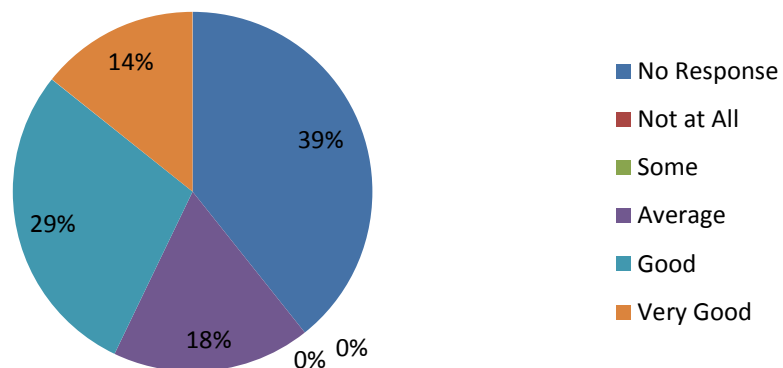
17 surveys completed

28 Attendees - 13 pharmacists, 10 pharmacies, 2 Anex, 2 Guild (Qld)

#### How informative was the training session?



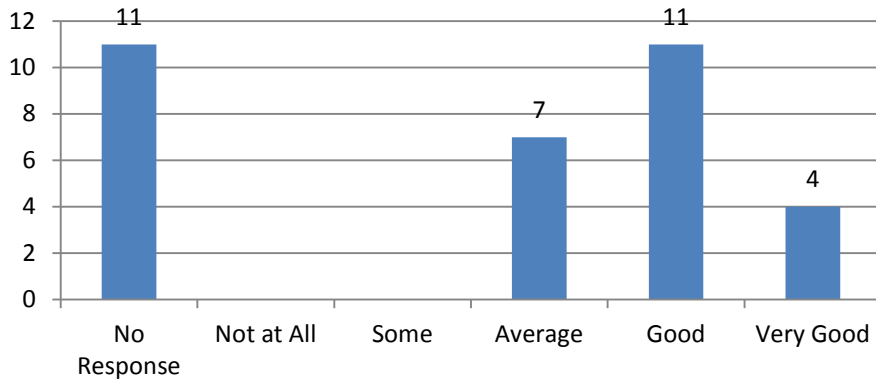
#### How adequately was the subject covered?



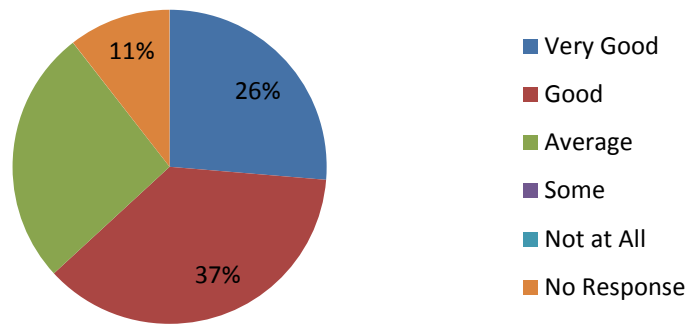
#### Victoria

'Guild House' Level 2, 40 Burwood Road Hawthorn VIC 3122  
telephone: + 61 3 9810 9999 · facsimile: + 61 3 9819 2542  
e-mail: info@vic.guild.org.au · internet: www.guild.org.au/vic

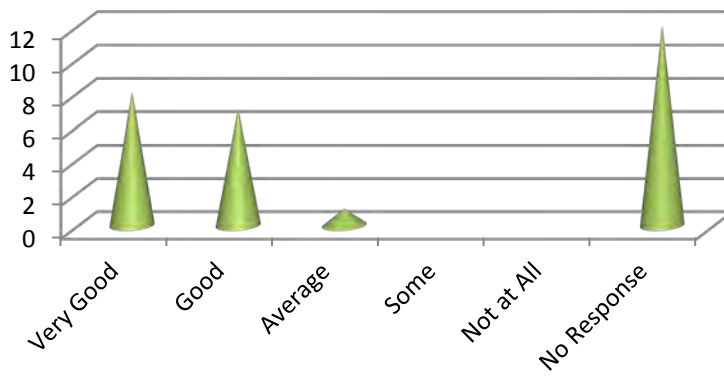
### How effective were the written materials?



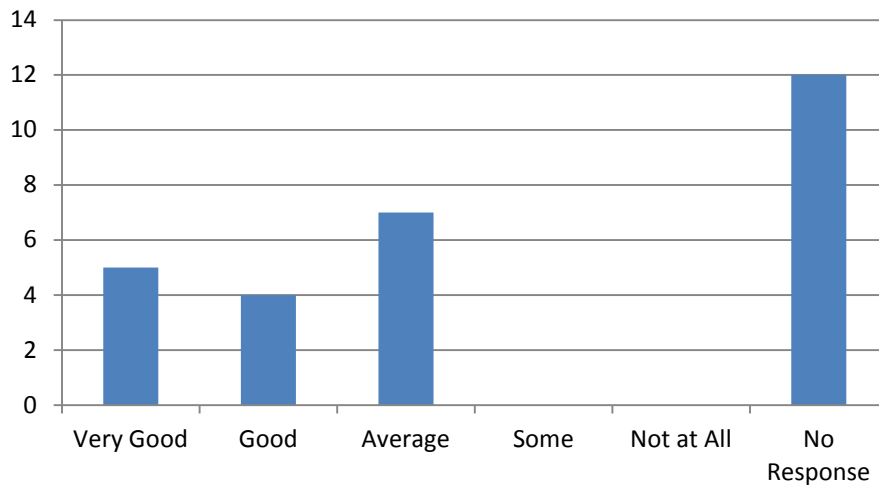
### Rate your opinion of the presenter - Nicola



### Knowledge of subject matter



## Presentation skills



### Comments Regarding Presenter:

- Very engaging presenters
- A difficult subject covered well, very informative
- Very well presented
- The presenters worked well together, good knowledge which expanded written material
- Nicola – very proficient, Emma- perhaps could have been more fluid or less tired
- Very new to us – more on how to provide service

### What were the best aspects of the training?

- Recapping of previous information
- Examples of kits, showing of materials
- Nicola
- Learning about stuff previously not taught eg vein care & practical information
- Gaining more insights into the service & different ways to provide it
- The facts and figures
- Direct & concise, presenters obviously passionate about the service. Training generated confidence in providing NSP
- Practical knowledge of safe injecting procedures
- Eye opening
- The changes that are occurring in our community
- Nicolas firsthand knowledge



**What aspects of the training would you change?**

- Presentation to be more riveting
- More on how to
- None, don't know
- More information on dealing with customers. Rewards & problems that may occur and how to convince the staff
- Maybe could try & make training into one day rather than cramped in 2 hours
- More information in implementing program into pharmacy
- Role play – handing them out for pharmacy staff
- Names of presenters on white board, lists of primary NSPs, stacks of relevant brochures

**Are there any other courses/topics that the Pharmacy Guild could deliver to assist you?**

- Disposal of syringes in an appropriate manner
- There may be in the future
- How to handle difficult situations for pharmacists & staff
- Can't think of any offhand

## Appendix 19



The Pharmacy  
Guild of Australia

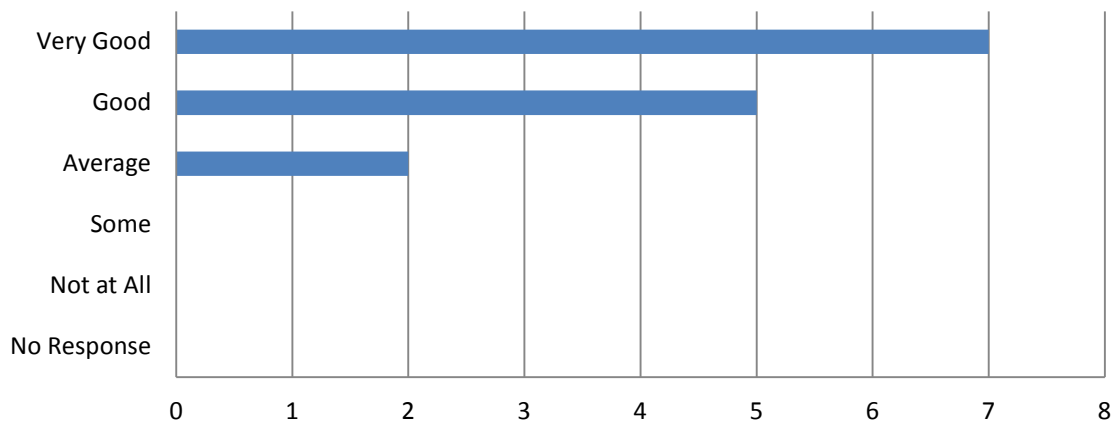
### Feedback: Harm Reduction and Health protection Training for NSP Tuesday 2 March 2010- Hawthorn Presented by Crios O'Mahoney from ANEX

#### Event Information

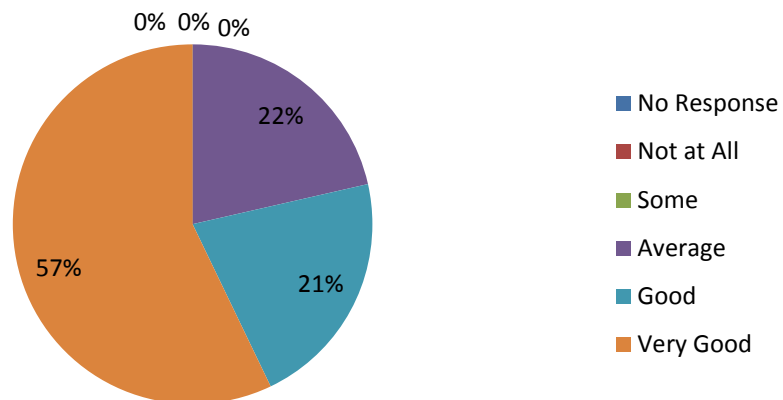
14 surveys completed

15 Attendees - 11 pharmacists, 8 pharmacies, 1 Anex, 1 Guild

#### How informative was the training session?



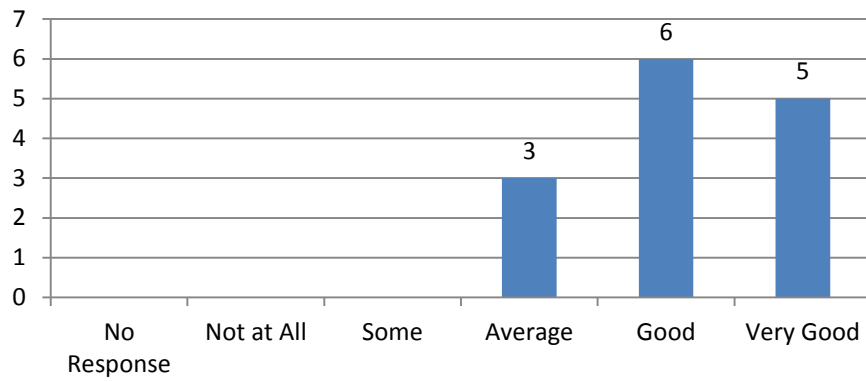
#### How adequately was the subject covered?



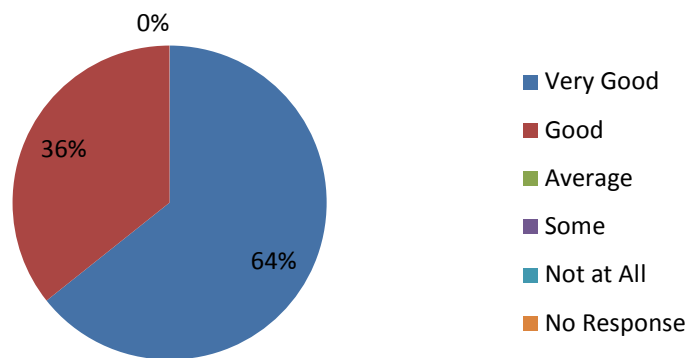
#### Victoria

'Guild House' Level 2, 40 Burwood Road Hawthorn VIC 3122  
telephone: + 61 3 9810 9999 · facsimile: + 61 3 9819 2542  
e-mail: info@vic.guild.org.au · internet: www.guild.org.au/vic

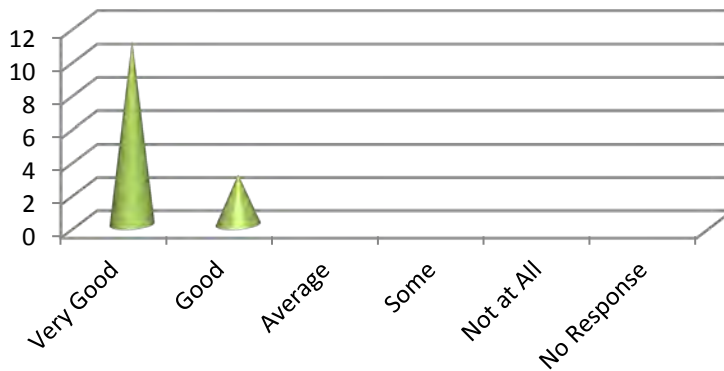
### How effective were the written materials?



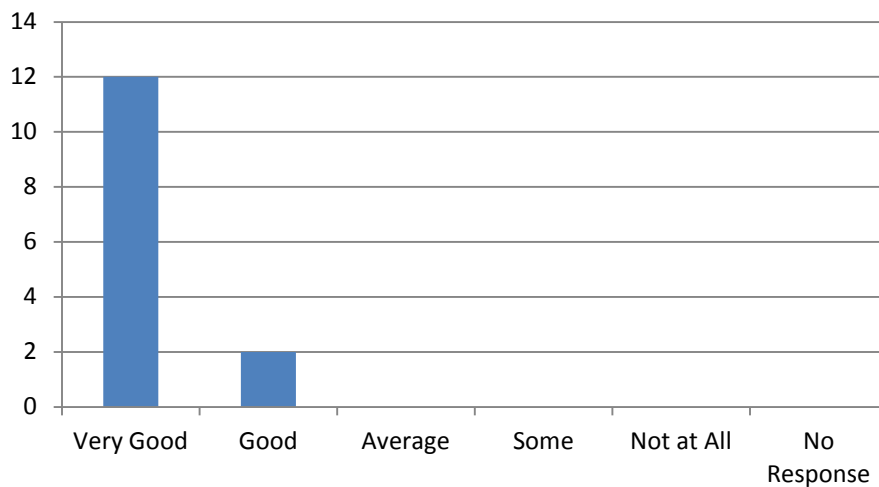
### Rate your opinion of the presenter



### Knowledge of subject matter



## Presentation skills



### Comments Regarding Presenter:

- Engaging, funny, interesting, cute accent
- Knowledgeable
- Kept interest with his stories around the content
- Very clear presentation, open interactive session
- Very entertaining, easy to listen to
- Interesting presentation, funny, points were very clear and easy to follow messages
- Really good opened our eyes to a lot of things in the community I've not been aware of
- Best presenter in a long time
- Very useful presentation

### What were the best aspects of the training?

- Finding out about the services, referrals & updating on the jargon, also finding out what is possible
- Fluency of delivery
- Training on the spread of Hep C in the community
- Hearing actual examples of drug user, how they really crush tablets and drawing drugs up drugs into syringes – very encouraging
- The positive aspects of the Needle Syringe Program & changing my views on why people use drugs
- Informative session, covered a lot of topics in regard to injecting equipment & users
- Real life anecdotes
- Techniques demonstrated on drug injecting, funny entertaining stories
- Lots of demonstration of tools/ equipment and demonstration of how users inject
- Getting inside information into mind of drug user- use of equipment & techniques
- Demonstration of needles & syringes, how harms are done by injecting drugs
- Interesting insights into drug use and syringes terminology

**What aspects of the training would you change?**

- More protocols on syringe disposal
- More tailored to pharmacists/ pharmacy staff- may be skip some of the topics earlier in the presentation
- Compact- make it shorter
- More knowledge about how drugs are actually used

**Are there any other courses/topics that the Pharmacy Guild could deliver to assist you?**

- Diabetes care
- How to cope with Codeine rescheduling
- OTC medicines & uses including vitamin training & new products coming out
- Wound management x 2
- HMR
- Safe sex & STDs
- Methadone & buprenorphine programs

## Appendix 20



The Pharmacy  
Guild of Australia

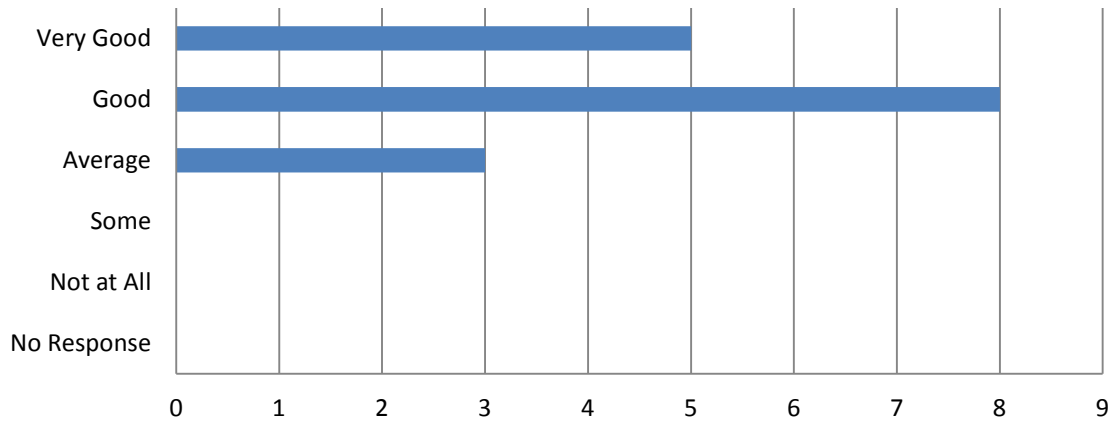
### Feedback: Harm Reduction and Health protection Training for NSP Tuesday 27 April 2010 Presented by Crios O'Mahony from ANEX

#### Event Information – Geelong

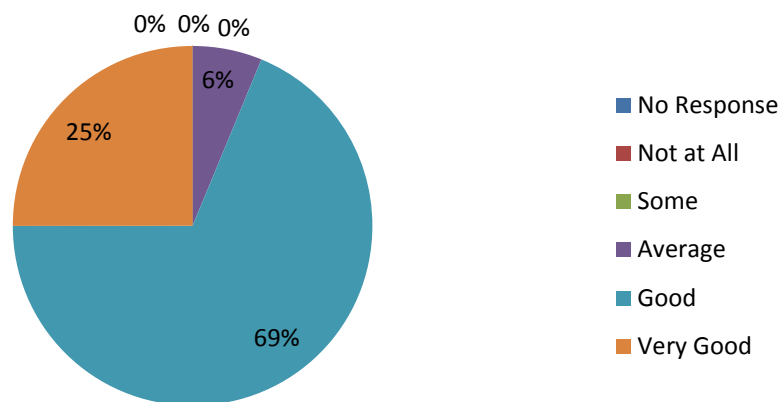
16 surveys completed

17 Attendees - 16 pharmacists, 1 pharmacy assistant, 13 pharmacies, 2 Guild

#### How informative was the training session?



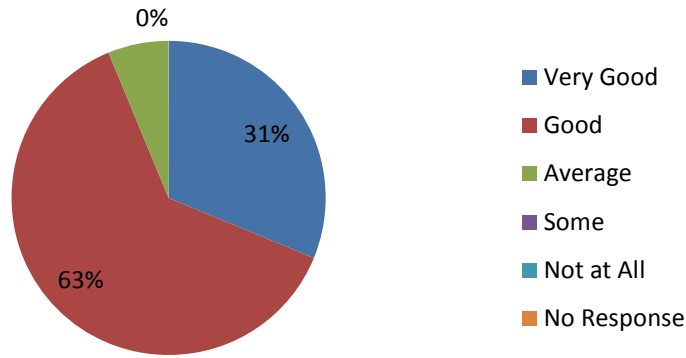
#### How adequately was the subject covered?



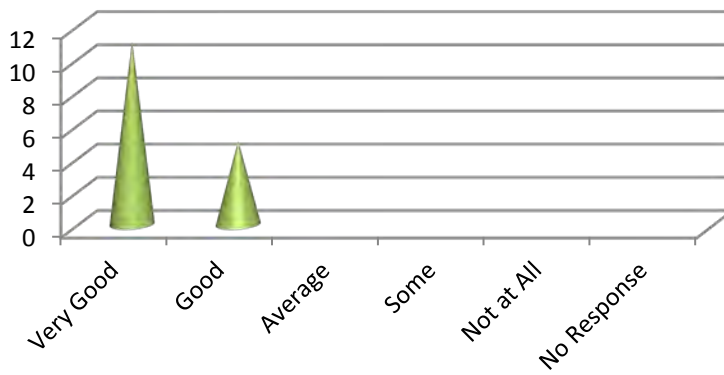
#### Victoria

'Guild House' Level 2, 40 Burwood Road Hawthorn VIC 3122  
telephone: + 61 3 9810 9999 · facsimile: + 61 3 9819 2542  
e-mail: info@vic.guild.org.au · internet: www.guild.org.au/vic

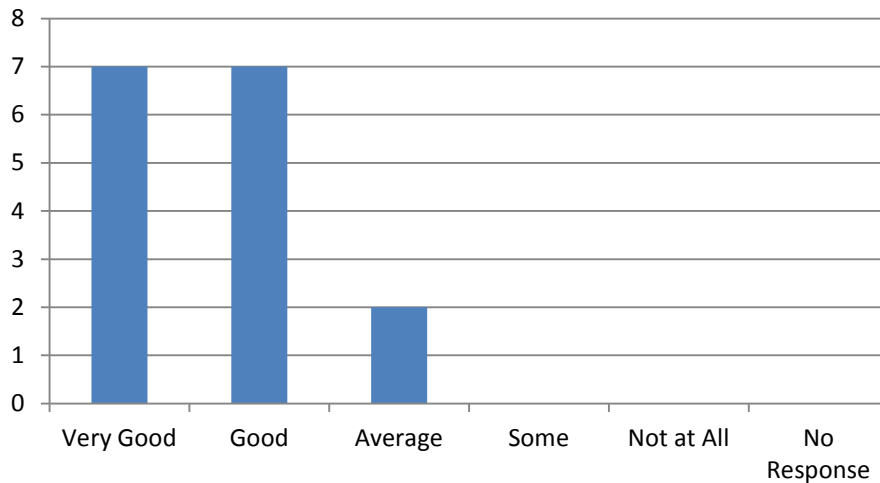
### Rate your opinion of the presenter



### Knowledge of subject matter



### Presentation skills



### Comments Regarding Presenter:

- Very interesting
- Well informed, valuable presentation
- Very open, informative session without getting too bogged down- very fresh approach
- Perhaps cut the language a bit

### **What were the best aspects of the training?**

- Opened up my opinions regarding supply
- Very informative
- Real
- Informative, good, helpful advice on dealing with different situations that present
- Not trying to get too technical – giving us a real idea of what happens in the street etc. Made it a bit of fun
- Thorough presentation given the time frame
- Actual real hands on experience
- Spread of Hep C- why they use drugs
- Small group, discussions amongst attendees
- Anecdotal reports
- Presenting pharmacy based scenarios was one of the best aspect. Different ways & explanation of the spread of infection.
- The actual stories of true life accounts made the facts easier to relate to

### **What aspects of the training would you change?**

- More problems that will be associated with day to day problems that pharmacists face in the pharmacy
- Training/ information more suited to those without prior health/drug knowledge. More emphasis on pharmacy issues
- Anex handouts to take back to pharmacy, full notes to take back to pharmacy for wider education of staff, written material would have been good
- More hands on experience with items
- Not sure, none
- Training was excellent
- Visit from Bev prior would have made it better, more information on the NSP program for pharmacists (*This is organized for 26 May*)

### **Are there any other courses/topics that the Pharmacy Guild could deliver to assist you?**

- Contact lens use & care
- Pseudoephedrine based programs( sometimes Project Stop doesn't work)
- Methadone program
- OTC sale of pain killers & sleep aid medicines ( organise & ways to tackle)
- This course should be directed at Pharmacy assistants great education & training for them
- Asthma, Hypertension, Weight control, Pain management, Wound dressings
- Review of HMR, PMP, DAA – Alcohol promotion material we distribute -expansion of referral services eg mental health educator - expansion on local referral services



## Appendix 21



The Pharmacy  
Guild of Australia

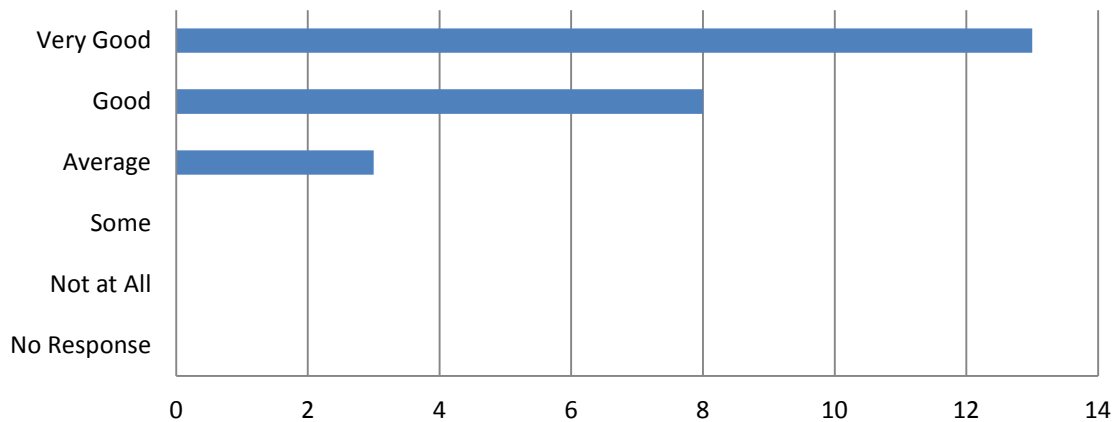
**Feedback:**  
**Harm Reduction and Health protection Training for NSP**  
**Wednesday 28 April 2010**  
**Presented by Crios O'Mahoney from ANEX**

Event Information- Warrnambool

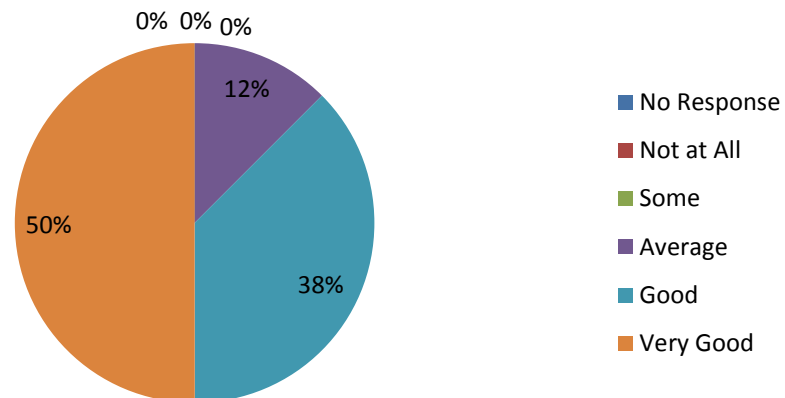
24 surveys completed

27 Attendees - 11 pharmacists, 13 pharmacy assistants, 11 pharmacies, 1 Anex, 2 Guild

### How informative was the training session?



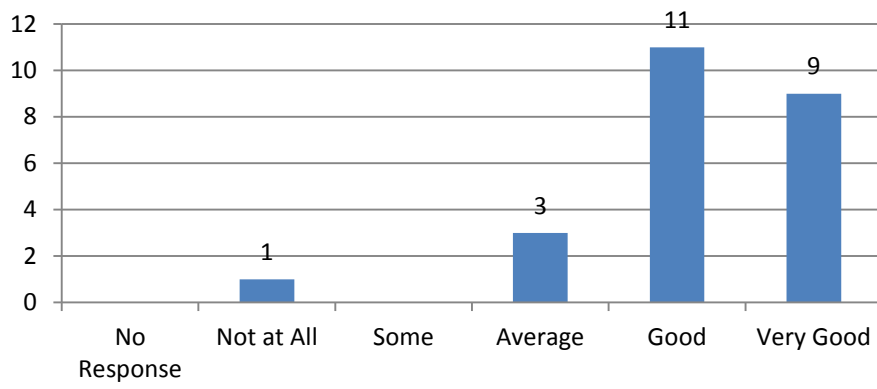
### How adequately was the subject covered?



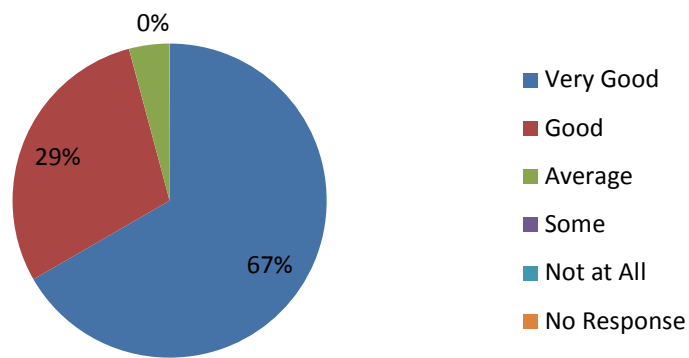
## Victoria

'Guild House' Level 2, 40 Burwood Road Hawthorn VIC 3122  
**telephone:** + 61 3 9810 9999 · **facsimile:** + 61 3 9819 2542  
**e-mail:** info@vic.guild.org.au · **internet:** www.guild.org.au/vic

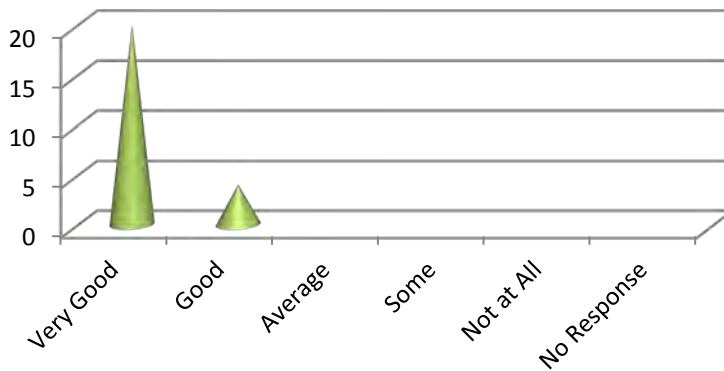
### How effective were the written materials?



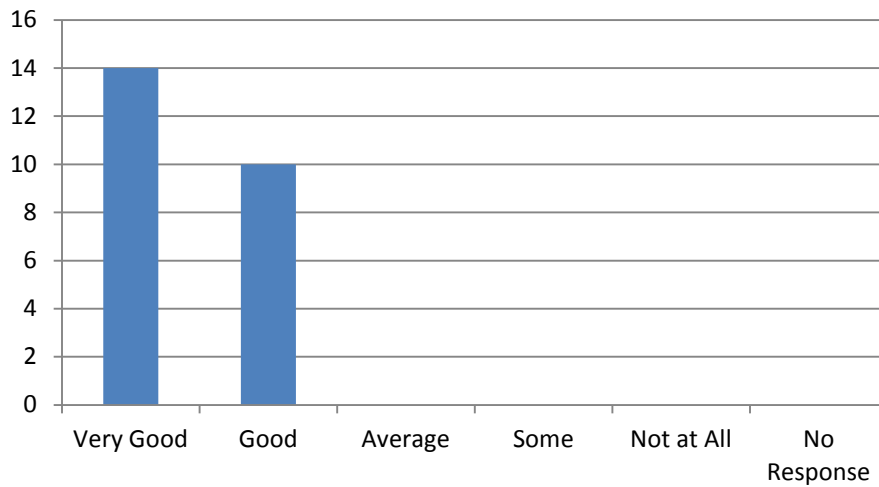
### Rate your opinion of the presenter



### Knowledge of subject matter



## Presentation skills



### Comments Regarding Presenter:

- Informative, engaging
- Enjoyed it, presented well, - a bit of an open manner
- Made it fun, had a laugh
- The knowledge & experience in this area was excellent & made easy to understand
- Very informative, presented in a manner that kept you very interested
- Very informative
- Excellent presenter
- Great knowledge
- Easy to follow, not too heavy
- Cries very interesting & stimulating, casual, relaxed presentation
- Cries very engaging, very knowledgeable about this subject
- Fun & informative
- Excellent presentation & information talked about

### **What were the best aspects of the training?**

- Learning safety of needles & signs of drug use
- Learning about the exchange program and resources available
- Great to gain knowledge about NSP. It is not something I was aware of at all
- Presentation of actual materials eg needle & syringes
- Knowledge – unknown area to me
- The information x 2
- New knowledge in regard to NSP x 3
- Presentation – slide show & presenter
- Variety of information & products
- Consolidation of previous knowledge
- Presenter presented with compassion, humor & knowledge
- All
- The material covered gave a well informed view of the program
- The stories of factual events that Crios told over the session
- Done with a sense of humor
- He really knew what he was talking about with all of his past experiences
- Comprehensive for time allowed
- Links to associated organisations

### **What aspects of the training would you change?**

- Too long – hard to absorb after a full day's work
- For pharmacists more clinical/ research perspective would be interesting
- Nothing x 10, all good
- Needs more structure & less 'chaotic'
- Too many interruptions
- That the information given was more in depth

### **Are there any other courses/topics that the Pharmacy Guild could deliver to assist you?**

- Wound care management x2
- Pretty much all covered
- I'm up for any course or topic
- Not at the moment. Great that the Guild is keeping all pharmacies & staff informed & educated on all topics

## Appendix 22



The Pharmacy  
Guild of Australia

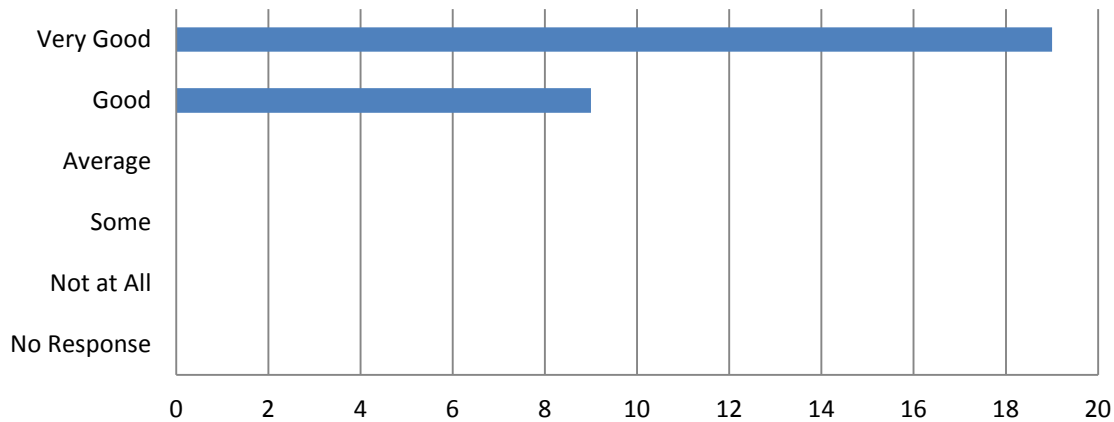
### Feedback: Harm Reduction and Health protection Training for NSP Tuesday 11 May 2010 Bendigo Presented by Crios O'Mahony from ANEX

#### Event Information

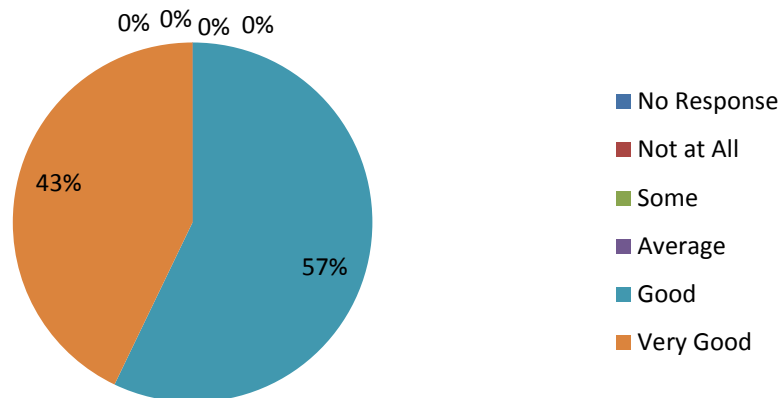
28 surveys completed

42 Attendees -14 pharmacies, 19 pharmacists, 3 Anex, 2 Bendigo CHC, 3 VACCHO, 1 Melbourne Sexual Health, 4 Monash pharmacy students, 1 Guild, Anex - Julie Ware, Lorraine Mapsumo, Crios O'Mahoney, VACCHO – Peter Wapples-Crow, Andrea Khan, Andrew, Melbourne Sexual Health – Brad, Bendigo CHC – Jinni Fox, Paul Kelly

#### How informative was the training session?



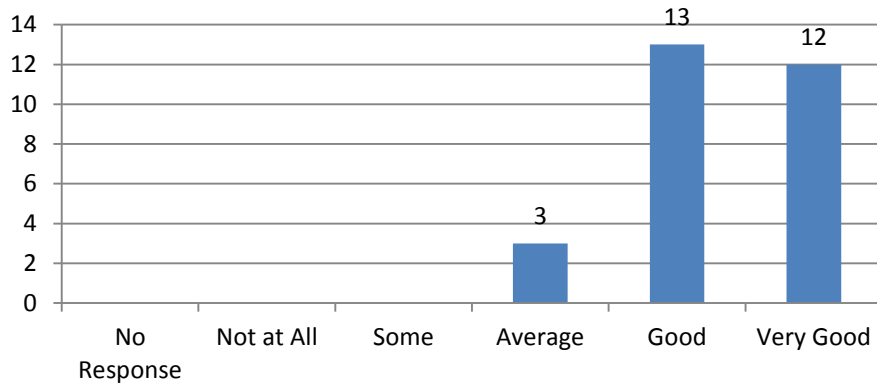
#### How adequately was the subject covered?



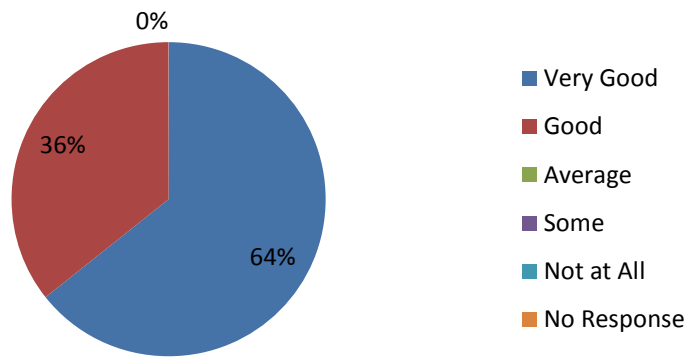
#### Victoria

'Guild House' Level 2, 40 Burwood Road Hawthorn VIC 3122  
telephone: + 61 3 9810 9999 · facsimile: + 61 3 9819 2542  
e-mail: info@vic.guild.org.au · internet: www.guild.org.au/vic

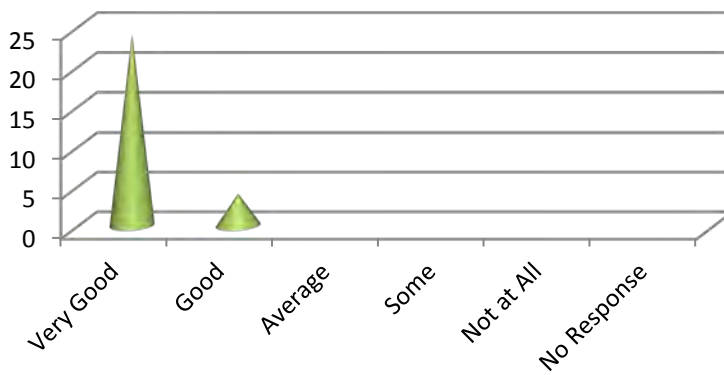
### How effective were the written materials?



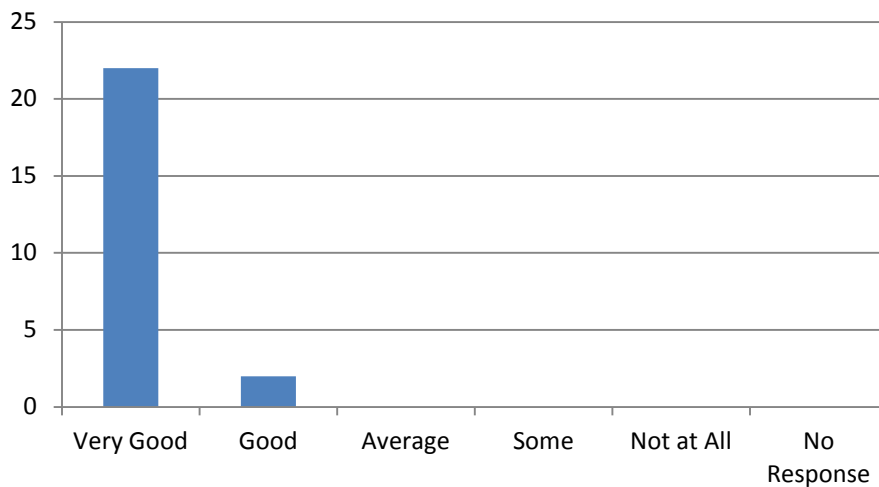
### Rate your opinion of the presenter



### Knowledge of subject matter



## Presentation skills



### Comments Regarding Presenter:

- Great background stories to help backup information. Very informative with great prop introduction
- Presenter was informative & very entertaining. Very good at getting the message across x 3
- Presentation moved very smoothly, very knowledgeable, was great to hear from someone who has seen things 1<sup>st</sup> hand & works with people on a daily basis. "Well done Crios" & the other speakers
- Crios put forward an excellent & entertaining program
- Excellent rapport with the group
- A completely different approach/ aspect to the issues. Very beneficial.
- He was excellent, a fantastic presenter. Presented enthusiastically & with humor to keep it interesting x 3
- I really enjoyed this presentation and felt that I learnt a lot. Thank you!
- Great very well done, very easy to listen to & to take in the information
- Kept it interesting, presenter made the whole session very interesting

### What were the best aspects of the training?

- The speaker was great for changing attitudes
- Demonstration of the needles & stock. Fantastic presenter
- Presentation was given by someone who obviously is hands on in the system
- Learning a bit more about how drug injecting works
- Information with regard to the primary provider
- The speakers descriptive ability
- The presentation was simple & informative , not bogged down with unnecessary info
- Great presenter
- Hands on knowledge of the presenter
- Real life examples, easy to listen to
- Presentation was very impressive & the actual products to look at after the presentation

- The stories told and the fact that the presentation was not too graphic. The information was presented in a clear & understandable way
- Crios!
- General knowledge on drug use
- The fact that it was offered
- Interesting anecdotes broke up the information
- The personal approach by Crios was great
- The training was very interesting
- A better understanding of the services we can provide
- Very informative
- Brief outline of relevant facts, short & interesting- didn't stretch it out

**What aspects of the training would you change?**

- None x 5
- More show & tell, more info about local services
- Not sure
- Different people from each area/service give more of a spiel on their area
- Start earlier otherwise a great presentation that was most informative
- Location- need to be available in more remote areas not just the city
- Be more specific about what type of needles people use
- Headings on each slide do not photocopy

**Are there any other courses/topics that the Pharmacy Guild could deliver to assist you?**

- Great work- Guild programs offered cover a lot of topics which increase learning & enjoyment
- Pharmacotherapy
- Health check demonstration & training e.g. Blood glucose & Cholesterol- show & presented to pharmacy staff
- Roadshow – 5<sup>th</sup> agreement
- More community based care topics- primary health
- Wound management
- Community health worker
- Training in NSP to be delivered to Latrobe & Monash Students in their Universities



## Appendix 23



The Pharmacy  
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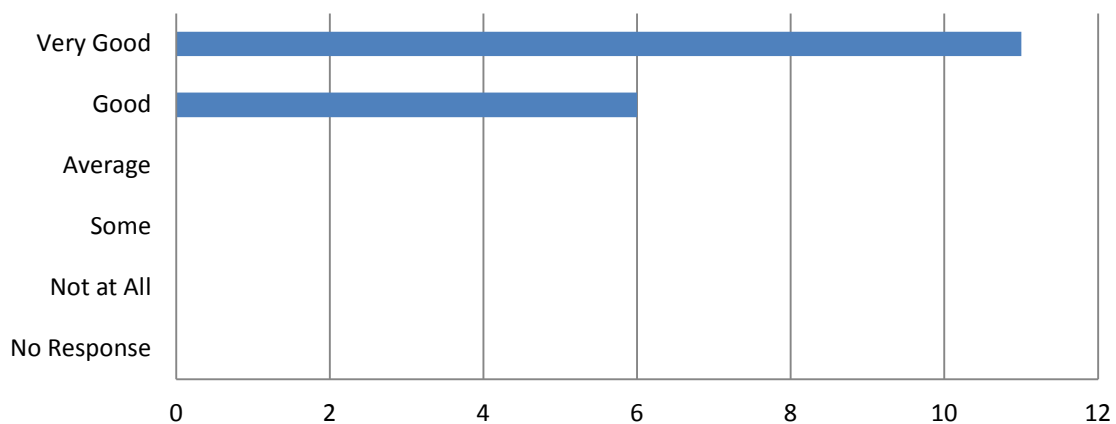
### Feedback: Harm Reduction and Health protection Training for NSP Tuesday 25 May 2010 Hawthorn Presented by Crios O'Mahony from ANEX

#### Event Information

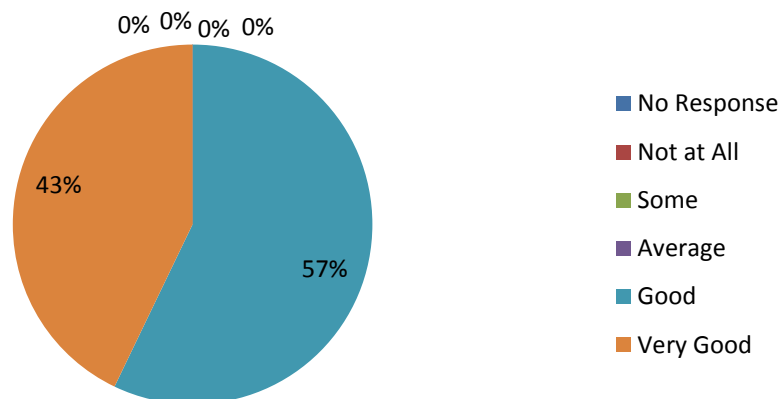
17 surveys completed

23 Attendees -12 pharmacies, 15 pharmacists, 1 Anex, 4 Guild

#### How informative was the training session?



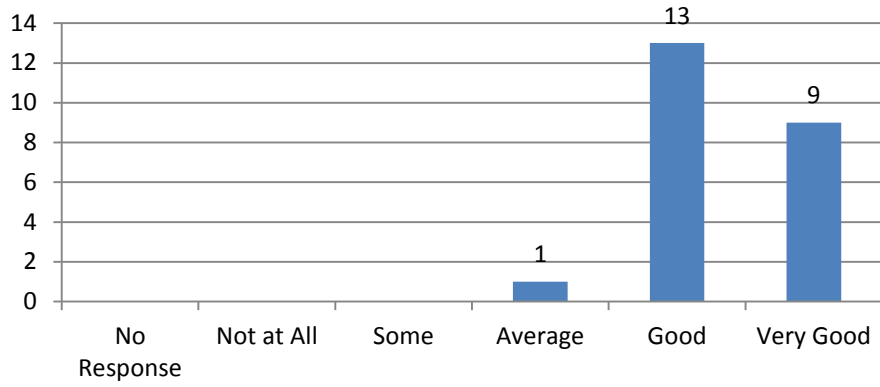
#### How adequately was the subject covered?



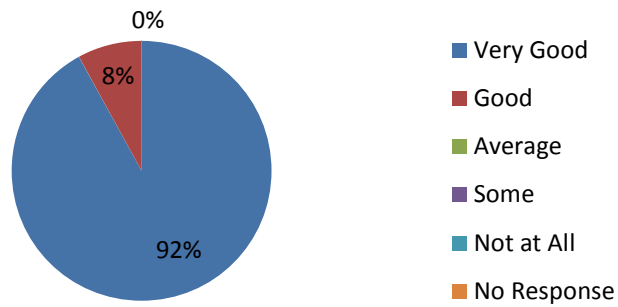
#### Victoria

'Guild House' Level 2, 40 Burwood Road Hawthorn VIC 3122  
telephone: + 61 3 9810 9999 · facsimile: + 61 3 9819 2542  
e-mail: info@vic.guild.org.au · internet: www.guild.org.au/vic

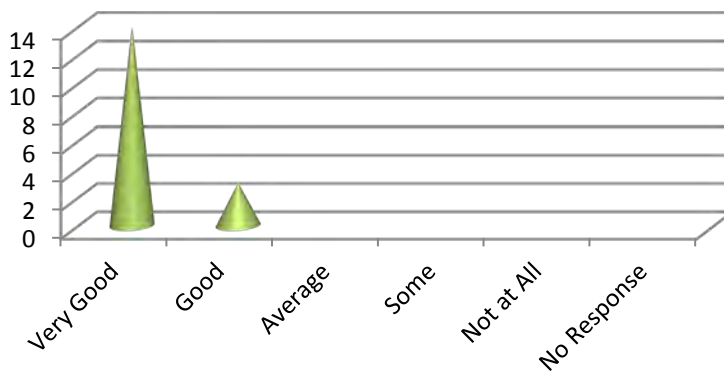
### How effective were the written materials?



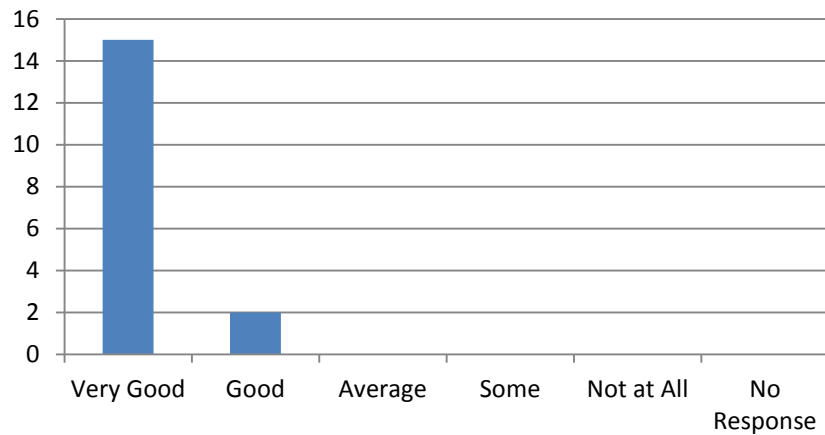
### Rate your opinion of the presenter



### Knowledge of subject matter



### Presentation skills



**Comments Regarding Presenter:**

- Crios was brilliant
- Knowledgeable & entertaining. Bev was also a great source of info
- More information at my disposal
- Crios knows his subject really well, very informative x2 – thanks
- Very good, clear open discussion
- Crios was a very good presenter, very knowledgeable & aimed at the right level
- Great communication with the audience
- Very entertaining

**What were the best aspects of the training?**

- Presentation & supporting materials
- Everything as it's so informative – can't say which area more informative as all good
- Learning from someone who is on the spot- about a subject I only 'know' about by reading
- The fact that Crios knows his subject from 'inside' dealing daily with these issues
- Better understanding on how to deal with drug users
- Down to earth
- Crios was very helpful & gave a really good understanding of everything
- Kept entertaining – informative
- Personal experiences
- The real case examples
- Basic street knowledge
- Examples, informative notes

**What aspects of the training would you change?**

- Explanation of all items available
- More practical for pharmacy- more specific
- Nothing, nil, none
- Maybe teach us more about how to 'speak' to our customers

**Are there any other courses/topics that the Pharmacy Guild could deliver to assist you?**

- Alcoholism – where, what help available
- How to approach customers who have a problem
- Choose any subject
- lots

## Appendix 24



The Pharmacy  
Guild of Australia

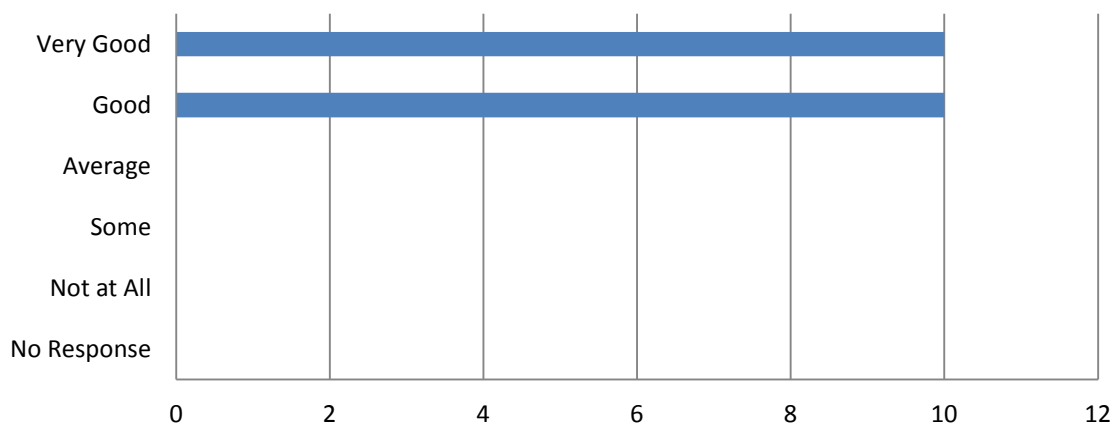
### Feedback: Harm Reduction and Health protection Training for NSP Tuesday 13 July 2010- Attwood (Broadmeadows) Presented by Crios O'Mahony from ANEX

#### Event Information

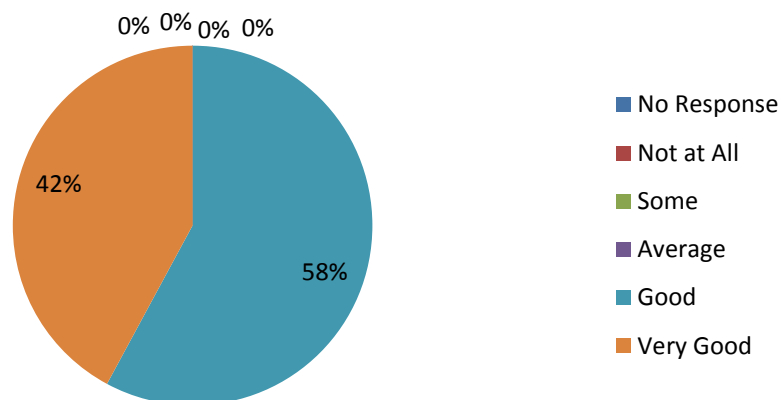
20 surveys completed

24 Attendees -11 pharmacies, 15 pharmacists, 2 pharmacy trainees, 3 pharmacy staff,  
Tina Samaras – Youth & adult Northern Outreach Team 1 Anex, 2 Guild

#### How informative was the training session?



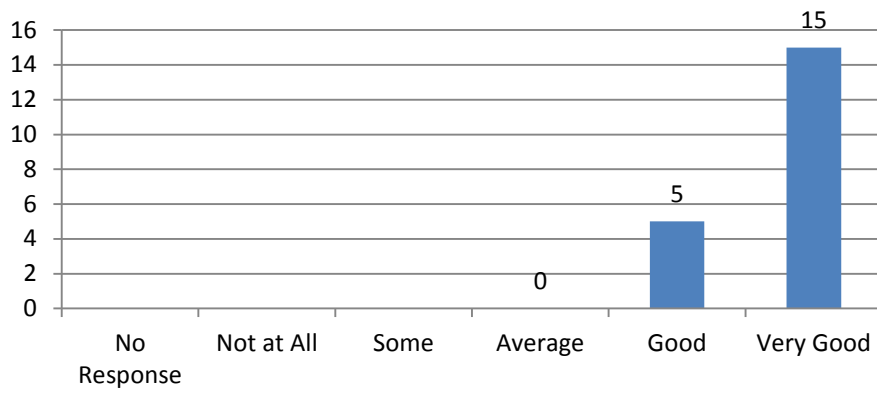
#### How adequately was the subject covered?



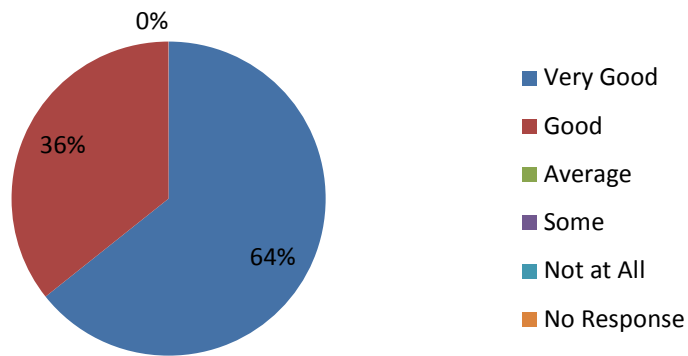
#### Victoria

'Guild House' Level 2, 40 Burwood Road Hawthorn VIC 3122  
telephone: + 61 3 9810 9999 · facsimile: + 61 3 9819 2542  
e-mail: info@vic.guild.org.au · internet: www.guild.org.au/vic

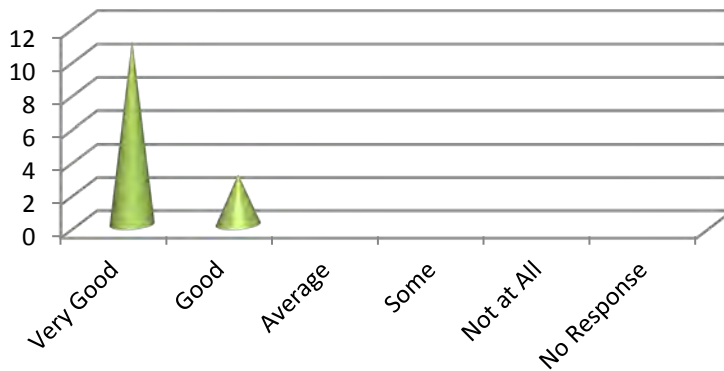
### How effective were the written materials?



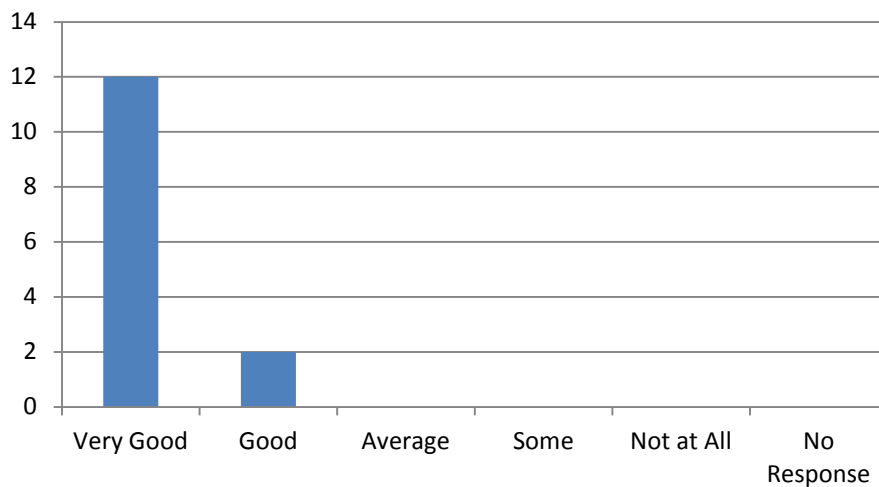
### Rate your opinion of the presenter



### Knowledge of subject matter



## Presentation skills



### Comments Regarding Presenter:

- Easy to follow entertaining
- Interesting, useful
- Very charismatic
- References to 'real' life situations was interesting
- Clear & concise x 2
- Good presentation skills continuously kept the attention of the audience
- Precise yet entertaining
- Presentation interesting & informative, well presented x2
- Very informative, thorough whilst also being entertaining

### What were the best aspects of the training?

- New knowledge, information x 2
- The great background & behind the scenes information
- Awareness of importance of harm reduction
- Use of common language & terminology eg shafting etc
- Hands on – seeing the equipment, going through needle devices x 2
- Importance of pharmacy involvement in NSP & harm minimisation
- All aspects, everything
- Slides
- I have learnt what happens on the street
- Information supplied & references given
- Power point presentation straight forward, very concise
- Different perspective from a person involved at the 'front' line
- Very informative speaker, told many stories of people he knows & real life experiences
- Open, informal discussion
- Very informative, enjoyed the examples provided, real life experiences, well spoken as well
- Inclusion of real life case studies

**What aspects of the training would you change?**

- Nothing it was really good x 3
- Venue
- More food would be good, straight after work it is very hard to concentrate for two hours
- Time of training – long session after a full work day
- Larger print on handouts
- Would involve more details about how to access the resources & services
- A little more information about what we will be providing patients

**Are there any other courses/topics that the Pharmacy Guild could deliver to assist you?**

- Diabetes care x2
- 'Street' pharmacology
- Better home health care
- Nutrition, healthy eating
- Alcohol education
- Wound management x2
- Information regarding needle, syringe diseases (in lay terms) for general public for pharmacy to distribute to general public so they are more aware of the importance of harm minimisation and the implications of not encouraging it. Another reason is to educate the public so there is less discrimination of drug users
- Many topics could be delivered by Guild – Asthma, Diabetes
- Anything would be welcome
- Anything that could be beneficial & important

**Pharmacies attending**

- Olsen Place
- Keilor Park
- Nelson's Pharmacy
- Meadow Heights Pharmacy
- Kozanoglu Compounding Pharmacy
- Priceline Pharmacy Epping
- Brian Atkins Pharmacy
- Quality Pharmacy Keilor Downs
- Priceline Pharmacy Niddrie
- Pulse Pharmacy Preston Market
- Sunshine Supersavers Chemist

## Appendix 25



The Pharmacy  
Guild of Australia

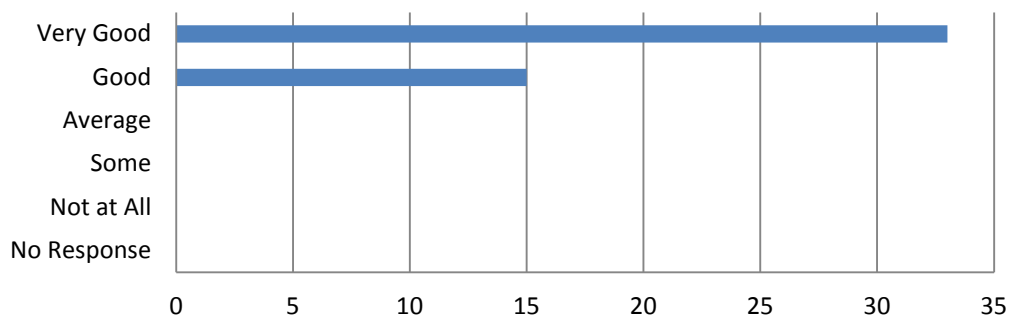
### Feedback: Harm Reduction and Health protection Training for NSP Tuesday 20 July 2010- Traralgon Presented by Crios O'Mahony from ANEX

#### Event Information

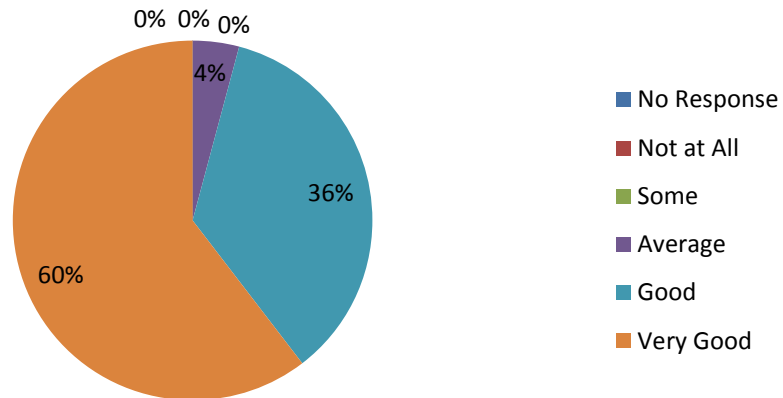
48 surveys completed

58 Attendees -13 pharmacies, 23 pharmacists, 32 pharmacy staff, 1 Anex, 2 Guild

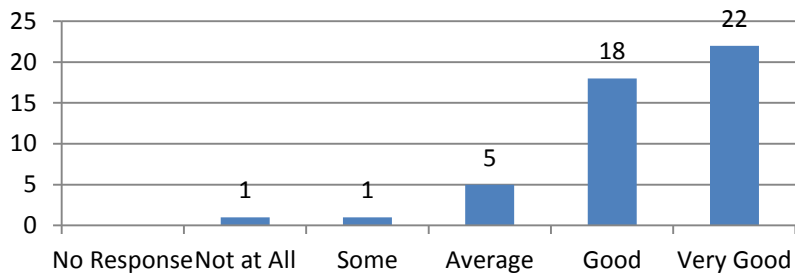
#### How informative was the training session?



#### How adequately was the subject covered?

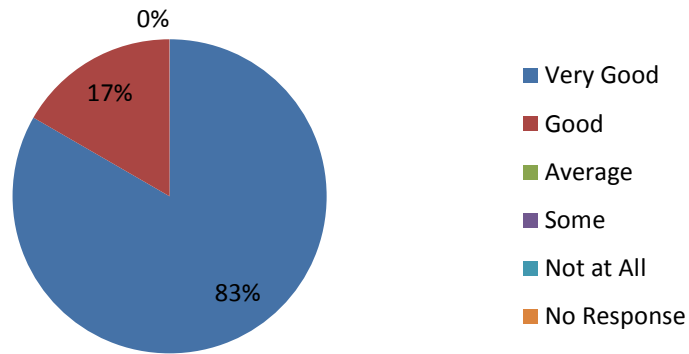


#### How effective were the written materials?

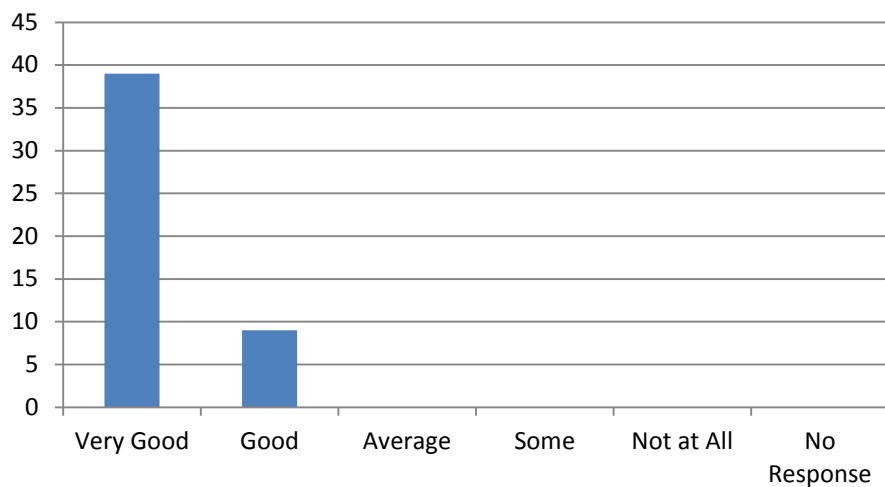
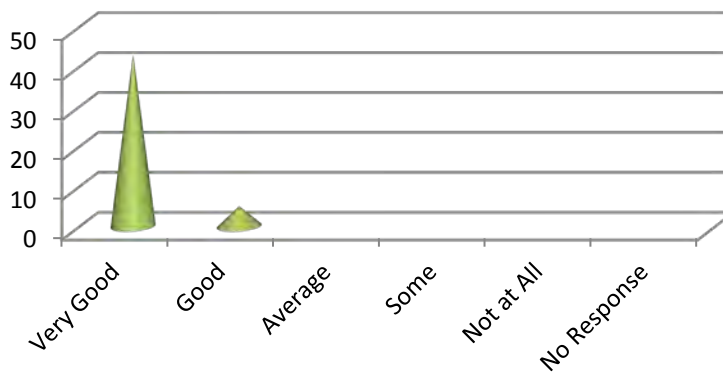




Rate your opinion of the presenter – note 1 response was 7 (probably extremely good- I added this as a very good)



### Knowledge of subject matter



### Presentation skills

#### Comments Regarding Presenter:

- Casual, laid back attitude x1 Great x1, excellent x2,
- Very well put together
- Straight forward, good
- Entertaining, informative x 3

- Makes training enjoyable, makes jokes, keeps it light
- Are blood born viruses consequences for doing the wrong thing? Action/ consequences. Maybe we should try harder to encourage people not to use illicit substances, provide support for them to find hope & fulfillment in more worthwhile pursuits
- Loved the accent
- Spoke very well, very informative, knew his stuff, casual laid back attitude
- Great, amusing, informative, entertaining
- Very easy to listen to, easy to understand
- Very good, very funny guy
- Training very interesting to listen to, not boring, good sense of humour
- Fantastic presentation, very great, knowledgeable presenter
- Great knowledge, Very good, well done!
- Awesome information, great x1,
- Liked the notebook, very useful
- Very informative & knowledgeable x2
- Kept audience's attention x1, Fun presenter, kept audience interested x1
- Presenter really knows how to keep us tuned in, very good body language
- Crios very good, made subject very interesting with humour & enormous knowledge

#### **What were the best aspects of the training?**

- Good overview although nothing very new
- Crios x5, excellent presenter, friendly presenter, good presenter, very funny
- Quick to the point
- More info
- All aspects were of interest x10, It held my interest the whole time
- Data on \$ used and other benefits of NSP
- Learning about wheel filters, extent of Harm Reduction & lives saved
- Training was very easy to listen to & presenters were very good
- Very informative
- Learning difference between HIV & AIDS and differences in Hep B & C
- Well presented in an engaging way even though the subject was very serious
- Learning
- The casual but informative nature
- I learnt a lot and now know more than before attending this training
- Lots of interesting new facts
- You could tell the trainer had experience, was streetwise, it wasn't all literature
- The presenter, the information, use of life experiences x
- Succinct, broad knowledge base x1, lots of interesting new facts x1
- Very informative, greater awareness & understanding of illicit drug users
- The girls loved the samples, the food, entertaining (unusual for a Guild lecture)
- Great information
- Information well presented, casual manner of presenting x 1, great information
- Information both informing but wasn't boring
- The hands on & the facts

**What aspects of the training would you change?**

- Nothing x 23, none –all relevant to what we were there for ,
- Venue x 1 closer to home (?Sale) x2, too far to travel after a full day at work, timing
- More handling of syringes for staff
- Day to day aspects of NSP x2
- Not keen on the waving about of syringes
- Perhaps a comment and discussion on 'injecting is dangerous'
- More about how the program is run – *Bev visited on 22 July to address this*
- Maybe a bit more on practical nature of NSP & what we may deal with on a daily basis
- More information on the actual exchange of needles
- More on the pharmacist perspective & our role
- Didn't go over disposal & ways to sell the kit
- Having staff there may mean info is 'dumbed down'

**Are there any other courses/topics that the Pharmacy Guild could deliver to assist you?**

- Baby products
- Smoking cessation
- Everything
- Dermatology
- Medicare (HIC and generics)
- Showing what you get & what you do with everything
- Where do you start!

**Pharmacies attending**

- Pulse Pharmacy Bairnsdale
- Advantage Pharmacy Churchill
- Heyfield Amcal Pharmacy
- Coastcare Pharmacy Paynesville
- Pulse Pharmacy Sale
- Advantage Pharmacy Davies & Moller Tarwin Pharmacy
- Terry White Chemist Maffra
- Warragul Amcal Pharmacy
- Findlay & Weymouth Pharmacy
- Wonthaggi UFS Dispensary
- Lakes Riviera Amcal Pharmacy
- Montague's Pharmacy
- Advantage Pharmacy Davies & Moller Princes Pharmacy



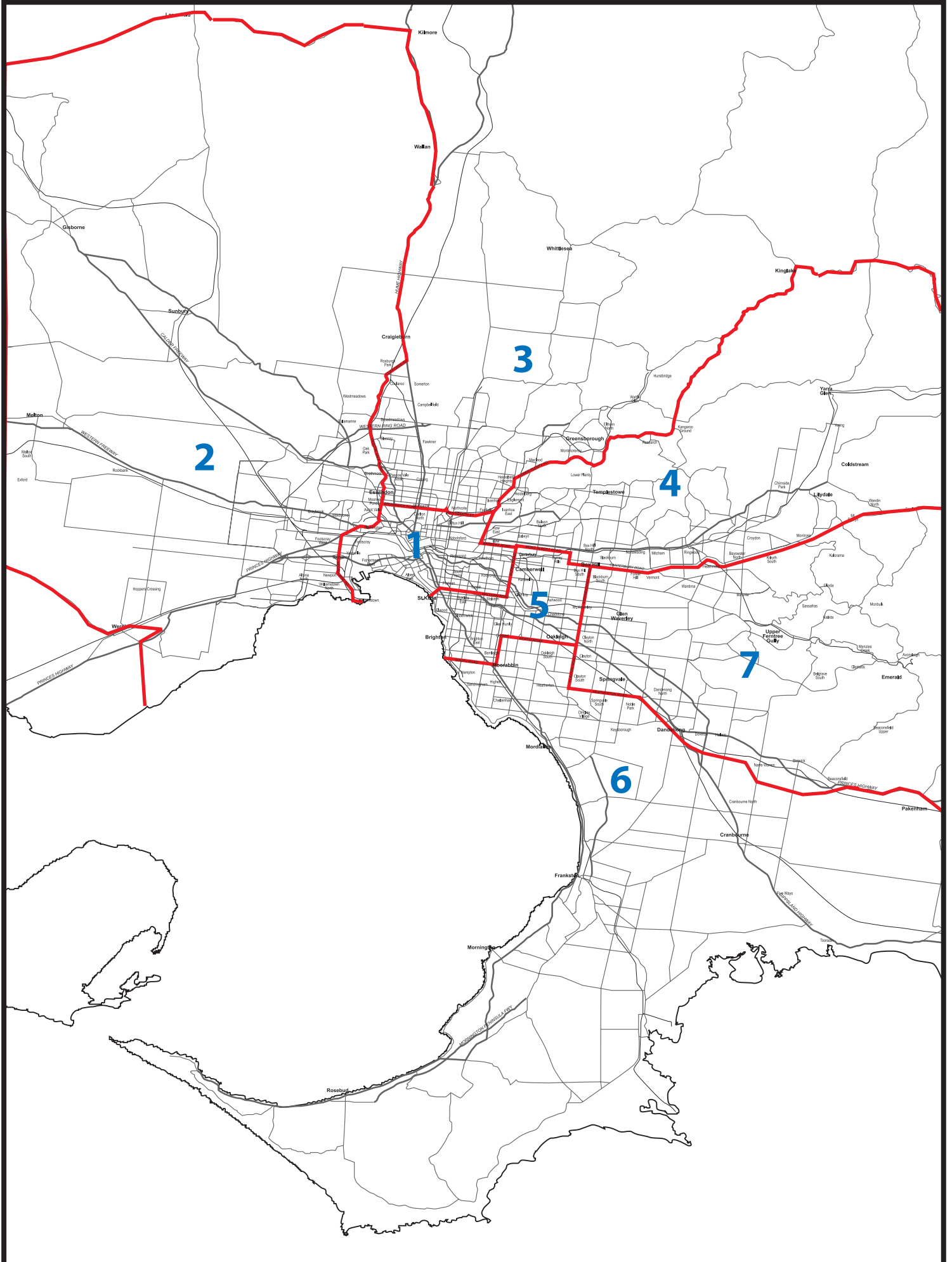
**Pharmacy NSP Recruitment Project - How it contributes to three relevant government initiatives**

<b>Government Initiatives</b>	<b>Actions/Activities</b>	<b>Community Pharmacy NSP Recruitment Project</b>	<b>Outcomes</b>	<b>Community Pharmacy NSP Recruitment Project</b>
(1) COAG Initiatives - Diversification of Existing Needle and Syringe Programs	Work with Pharmacy Guild to promote more active involvement of community pharmacies in Victoria's NSP	Marketing the Pharmacy NSP was achieved through articles printed in the PGA's newsletter, speaking about the program at the PGA district meetings and through the pharmacy facilitators promoted the project across Victoria.	Increased access to NSP services through increase in number of outlets distributing needles and syringes and increased coverage of outlets	During the project there were 676 (56%) community pharmacies contacted in Victoria to ascertain their interest in the NSP. Of the community pharmacies contacted, 325 (48%) signed up to operate as NSP providers.
(2) New Blueprint for AOD Treatment Services	(2) Appoint NSP Pharmacy Facilitators and develop Pharmacy NSP Recruitment Plan in consultation with Pharmacy Guild and Anex	A pharmacy facilitator and an administration support person were appointed for this project. These people contacted or visited approximately 50% of Victorian pharmacies to ascertain their interest in the program. DH, PGA and Anex worked together to develop the Pharmacy NSP Recruitment Plan.	Better after-hours access to sterile equipment and educational resources	The longer opening hours of community pharmacies would provide more opportunities for IDUs to access new equipment, disposal of used equipment and access to educational resources.
(3) Victorian Amphetamine-Type Stimulants and Related Drugs Strategy			(1) Areas where NSP services are lacking are identified; (2) More pharmacies are recruited into the NSP	The Geo-mapping component of this project enabled the DH to identify areas of greater need for NSP services and this allowed for the project to target these areas and recruit community pharmacies where there was a greater need.
	(1) Develop a pharmacy-specific NSP training module in collaboration with Pharmacy Guild and Anex  (2) Promote NSP training programs through NSP Pharmacy Facilitators and Pharmacy Guild	Anex worked with the PGA to develop the pharmacy-specific training package. This was presented on ten occasions for Victorian NSP pharmacies, six of these were held in metropolitan Melbourne and four were held in regional Victoria. All sessions ran for approximately two hours. The training was promoted through PGA newsletters, fax broadcasts, at district meetings and through the Pharmacy Facilitator.	(1) Increase in number of pharmacists and clinic staff attending AOD/NSP training	The ten training sessions provided by Anex saw over 160 pharmacists and over 100 pharmacy staff trained on NSP services. The purpose of the training was to increase the capacity of staff to provide NSP services.
	Promote NSP training to pharmacists and pharmacy assistants through collaboration between Anex and Pharmacy Guild	During the above sessions pharmacy staff were informed of further NSP training they could undertake.	Harm reduction workforce capacity enhanced;	This can be demonstrated by the number of people that have now undertaken the pharmacy NSP training.
	Work with NSP Pharmacy Facilitators and Pharmacy Guild to promote referrals from pharmacists	The Pharmacy Facilitator and the pharmacy NSP training informed pharmacy staff of what effective referral is and how to utilise it for the benefit of IDUs		
	Develop NSP training modules that are tailored to pharmacists workers	Anex worked with the PGA to develop the pharmacy-specific training package which is suitable for pharmacists and pharmacy assistants.		





# The Pharmacy Guild of Australia

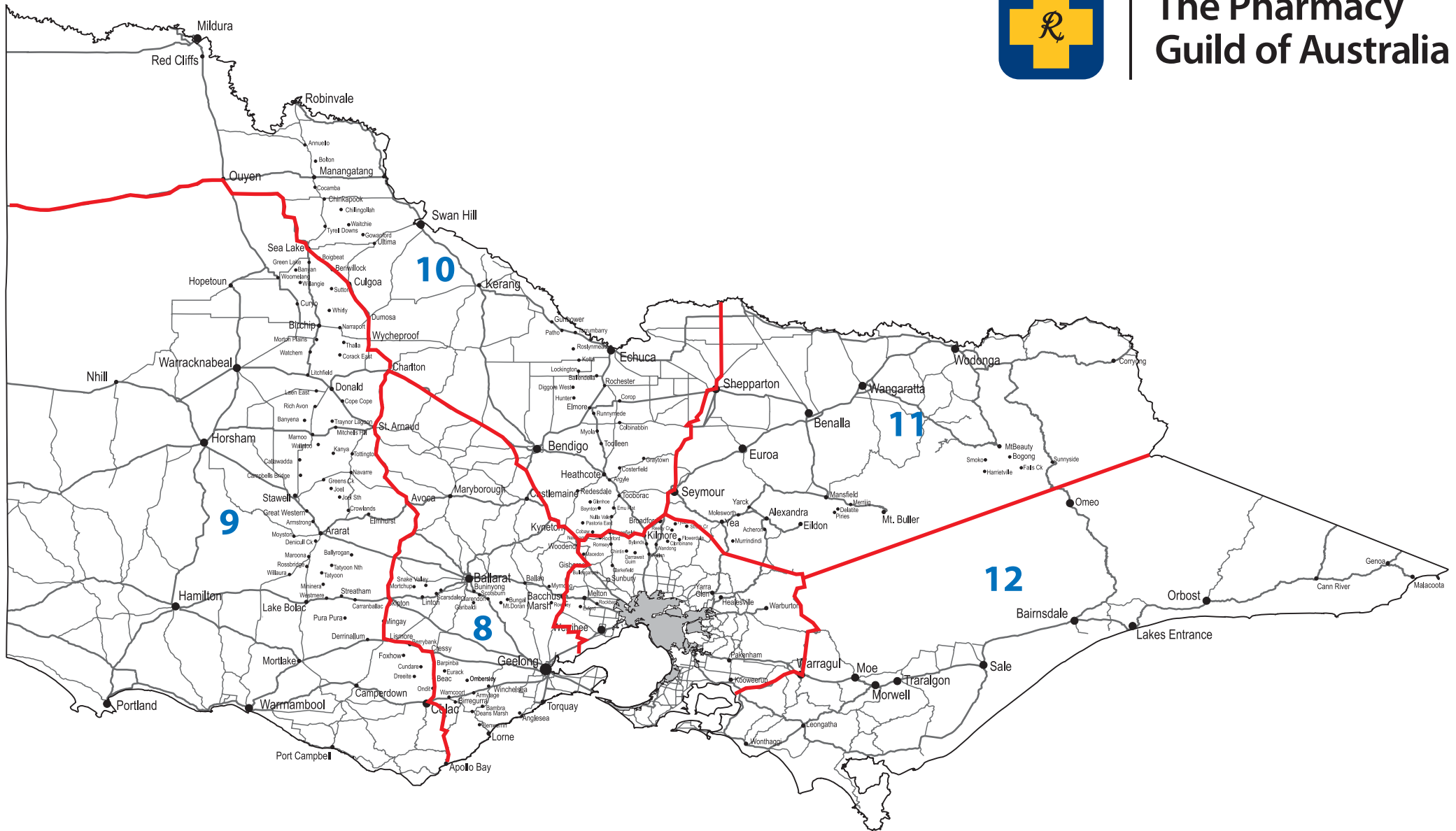








# The Pharmacy Guild of Australia





## Appendix 29

## PGA - Post Codes by Victorian Districts

1		2		3		4		5		6	
ABBOTSFORD	3067	ABERFELDIE	3040	ALPHINGTON	3078	BALWYN	3103	ARMADALE	3143	ASPENDALE	3195
ALBERT PARK	3206	AIRPORT WEST	3042	BROADFORD	3658	BALWYN NORTH	3104	ASHBURTON	3147	BALNARRING	3926
BALACLAVA	3183	ALTONA	3018	BROADMEADOWS	3047	BLACKBURN	3130	ASHWOOD	3147	BAXTER	3911
BRUNSWICK	3056	ALTONA GATE	3025	BUNDOORA	3083	BLACKBURN NORTH	3130	BALACLAVA	3183	BEACONSFIELD	3807
BRUNSWICK EAST	3057	ALTONA MEADOWS	3028	COBURG	3058	BLACKBURN SOUTH	3130	BENNETTSWOOD	3125	BEAUMARIS	3193
BRUNSWICK WEST	3056	ALTONA NORTH	3025	COBURG NORTH	3058	BOX HILL	3128	BENTLEIGH	3204	BENTLEIGH EAST	3165
BRUNSWICK WEST	3055	ARDEER	3021	CRAIGIEBURN	3064	BOX HILL NORTH	3129	BENTLEIGH EAST	3165	BERWICK	3806
BURNLEY	3121	ASCOT VALE	3032	DALLAS	3047	BRIAR HILL	3088	BOX HILL SOUTH	3128	BLACK ROCK	3193
CARLTON	3053	AVONDALE HEIGHTS	3034	DIAMOND CREEK	3089	BULLEEN	3105	BRIGHTON	3186	BLAIRGOWRIE	3942
CARLTON NORTH	3054	BACCHUS MARSH	3340	DOREEN	3754	CHIRNSIDE PARK	3116	BRIGHTON EAST	3187	BRIGHTON	3186
CARLTON NORTH	3054	BRAYBROOK	3019	ELTHAM	3095	CROYDON	3136	CAMBERWELL	3124	BRIGHTON NORTH	3186
CLIFTON HILL	3068	BURNSIDE	3023	EPPING	3076	CROYDON NORTH	3136	CANTERBURY	3126	CARRUM	3197
COLLINGWOOD	3066	CAIRNLEA	3023	FAIRFIELD	3078	CROYDON SOUTH	3136	CARNEGIE	3163	CARRUM	3137
DOCKLANDS	3008	CAMPBELLFIELD	3061	FAWKNER	3060	CROYDON WEST	3136	CAULFIELD	3162	CARRUM DOWNS	3201
EAST MELBOURNE	3002	CAROLINE SPRINGS	3023	FAWKNER NORTH	3060	DONCASTER	3108	CAULFIELD EAST	3145	CAULFIELD NORTH	3161
FITZROY	3065	DARLEY	3340	GLENROY	3046	DONCASTER EAST	3109	CAULFIELD SOUTH	3162	CHELSEA	3196
FITZROY NORTH	3068	DEER PARK	3023	GREENSBOROUGH	3088	GLEN WAVERLEY	3150	CHADSTONE	3148	CHELSEA HEIGHTS	3196
FLEMINGTON	3031	DERRIMUT	3030	HEIDELBERG	3084	HEALESVILLE	3777	EAST BENTLEIGH	3165	CHELTENHAM	3192
FOOTSCRAY	3011	EAST KEILOR	3033	HEIDELBERG WEST	3081	HEATHMONT	3135	EAST BRIGHTON	3187	CLAYTON	3168
HAWTHORN	3122	ESSENDON	3040	HURSTBRIDGE	3099	HEIDELBERG	3084	ELSTERNWICK	3185	CLAYTON SOUTH	3169
HAWTHORN EAST	3123	ESSENDON NORTH	3040	IVANHOE	3079	HEIDELBERG WEST	3081	ELWOOD	3184	CRANBOURNE	3977
KENSINGTON	3031	FOOTSCRAY	3012	KEON PARK	3073	IVANHOE EAST	3079	GARDENVALE	3185	CRANBOURNE	3977
KOOYONG	3144	FOOTSCRAY	3011	KILMORE	3764	KEW	3101	GLEN IRIS	3146	CRANBOURNE NORTH	3977
MALVERN	3144	FOOTSCRAY WEST	3012	KINGLAKE	3763	KEW EAST	3102	GLENHUNTLY	3163	CRANBOURNE WEST	3977
MELBOURNE	3000	GISBORNE	3437	KINGSBURY	3083	KILSYTH	3137	HARTWELL	3124	CRIB POINT	3919
MELBOURNE	3004	GLADSTONE PARK	3043	LALOR	3075	LILYDALE	3140	HAWTHORN EAST	3123	DINGLEY	3172
MIDDLE PARK	3206	GLENROY	3046	LOWER PLENTY	3093	LOWER TEMPLESTOWE	3107	HUGHESDALE	3166	DROMANA	3936
MORELAND	3055	GREENVALE	3059	MACLEOD	3085	MITCHAM	3132	HUNTINGDALE	3166	EDITHVALE	3196
NEWMARKET	3031	HILLSIDE	3037	MEADOW HEIGHTS	3048	MONT ALBERT	3127	MALVERN	3144	FLINDERS	3939
NEWPORT	3015	HOPPERS CROSSING	3030	MERLYNSTON	3058	MONTROSE	3765	MALVERN EAST	3145	FRANKSTON	3199
NORTH MELBOURNE	3051	KEALBA	3021	MILL PARK	3082	MOOROOLBARK	3138	MCKINNON	3204	FRANKSTON NORTH	3200
PARKVILLE	3052	KEILOR	3036	MONTMORENCY	3094	NUNAWADING	3131	MOUNT WAVERLEY	3149	FRANKSTON SOUTH	3199
PORT MELBOURNE	3207	KEILOR DOWNS	3038	NORTHCOTE	3070	RINGWOOD	3134	MURRUMBEENA	3163	GARFIELD	3814
PRAHRAN	3181	KEILOR EAST	3033	PASCOE VALE	3044	RINGWOOD EAST	3135	NORTH BRIGHTON	3186	HAMPTON	3188

## Appendix 29

## PGA - Post Codes by Victorian Districts

1		2		3		4		5		6	
RICHMOND	3121	KEILOR PARK	3036	PRESTON	3072	RINGWOOD NORTH	3134	OAKLEIGH	3166	HAMPTON PARK	3976
RICHMOND NORTH	3121	KINGSVILLE	3012	PRESTON WEST	3072	SEVILLE	3139	OAKLEIGH EAST	3166	HASTINGS	3915
SEDDON	3011	KINGSVILLE SOUTH	3015	RESEARCH	3095	TEMPLESTOWE	3106	OAKLEIGH SOUTH	3167	HIGHETT	3190
SOUTH MELBOURNE	3205	LANCEFELD	3435	RESERVOIR	3073	VERMONT	3133	ORMOND	3163	KARINGAL	3199
SOUTH YARRA	3141	LAVERTON	3028	RESERVOIR EAST	3073	VIEWBANK	3084	RIPPONLEA	3183	KEYSBOROUGH	3173
SOUTHBANK	3006	MAIDSTONE	3012	RIDDELLS CREEK	3431	WARRANDYTE	3113	SURREY HILLS	3127	LANGWARRIN	3910
ST KILDA	3182	MARIBYRNONG	3032	ROSANNA	3084	YARRA GLEN	3775			MCCRAE	3938
TOORAK	3142	MELBOURNE AIRPORT	3045	ROSANNA	3084					MENTONE	3194
WILLIAMSTOWN	3016	MELTON	3337	ROSANNA EAST	3084					MIDDLE BRIGHTON	3186
WINDSOR	3181	MELTON SOUTH	3338	ROXBURGH PARK	3064					MOORABBIN	3189
YARRAVILLE	3013	MOONEE PONDS	3039	SOUTH MORANG	3752					MORDIALLOC	3195
		NEWPORT	3015	ST HELENA	3088					MORNINGTON	3931
		NEWPORT	3015	THOMASTOWN	3074					MT ELIZA	3930
		NIDDRIE	3042	THORNBURY	3071					MT MARTHA	3934
		OAK PARK	3046	WANDONG	3758					NARRE WARREN	3805
		PASCOE VALE	3044	WATSONIA	3087					NOBLE PARK	3174
		POINT COOK	3030	WHITTLESEA	3757					PAKENHAM	3810
		ROMSEY	3434							PARKDALE	3195
		ST ALBANS	3021							PATTERSON LAKES	3197
		STRATHMORE	3041							PEARCEDALE	3912
		SUNBURY	3429							RED HILL	3937
		SUNSHINE	3020							ROSEBUD	3939
		SUNSHINE NORTH	3020							ROSEBUD SOUTH	3939
		SUNSHINE WEST	3020							ROSEBUD WEST	3940
		SYDENHAM	3037							RYE	3941
		TARNEIT	3030							RYE BEACH	3941
		TAYLORS LAKES	3038							SANDRINGHAM	3191
		TULLAMARINE	3043							SEAFORD	3198
		WALLAN	3756							SOMERVILLE	3912
		WERRIBEE	3030							SORRENTO	3943
		WESTMEADOWS	3049							SPRINGVALE	3171
		WYNDHAM VALE	3024							SPRINGVALE SOUTH	3172
		YARRAVILLE	3575							TYABB	3913







## Risks and Issues Relating to this Project

Concerns	Solutions (Finalised/Ongoing)
1. Insufficient resources allocated to the project by stakeholders	<p><i>Finalised</i></p> <ul style="list-style-type: none"> <li>• Openly communicating with DH to discuss risks</li> <li>• Attending regular meetings with DH and monitoring project budget to ensure it does not exceed allocated funding</li> </ul>
2. Lack of commitment to the NSP by community pharmacies due to various barriers	<p><i>Finalised</i></p> <ul style="list-style-type: none"> <li>• Providing customer support via pharmacy facilitator</li> <li>• Having a clear marketing plan</li> <li>• Ability to vary the project aims with DH when barriers come to light</li> <li>• Implement variations into future project planning</li> </ul>
3. NSP not a core business strategy for community pharmacy	<p><i>Finalised</i></p> <ul style="list-style-type: none"> <li>• Having a clear marketing plan</li> <li>• Ability to vary the project aims with DH when barriers are identified</li> <li>• Implement variations into future project planning</li> </ul>
4. Differing business models between varying NSP service providers	<p><i>Finalised</i></p> <ul style="list-style-type: none"> <li>• Understanding the different business models and marketing the project accordingly</li> <li>• Encouraging pharmacy NSPs to utilise the NSP network</li> </ul>
5. Funding ceased - closing down all NSP services	<p><i>Finalised</i></p> <p>Continued funding depends on government policy of the day, there is no indication of funding cuts for the Illicit Drug Diversion Initiative, however if that was to occur, community pharmacies interested in the AOD sector would most likely continue to deliver NSP services in some form as their usual health care provision to the local community</p>
6. Only offering the disposal component of the NSP	<p><i>Finalised</i></p> <p>All community pharmacy registered during this project were contacted by the Guild and have indicated that they offer the full NSP service not just 'disposal only'</p>



## Issues

Concerns	Solutions (Finalised/Ongoing)
7. Loss of pharmacy facilitator(s)	<p><i>Finalised</i></p> <ul style="list-style-type: none"> <li>• Open and immediate discussions between the Guild &amp; DH to discuss impact</li> <li>• The Guild to have the capacity to re-engineer the role &amp; ensure project does not exceed budget allocation</li> <li>• The Guild &amp; DH to have the ability to extend timeframe for project aims if required</li> </ul>
8. Staff redeployed to other projects – due to situations with higher priorities such as emergency response situations or staff shortages in other areas	<p><i>Finalised</i></p> <ul style="list-style-type: none"> <li>• Information management system utilised that can be accessed by staff from DH or the Guild from any location</li> <li>• Regular meetings to ensure information is being shared and acted upon, directories used to manage information for the project that can be accessed easily</li> <li>• All e-mails, meeting minutes and other relevant correspondence saved</li> </ul>
9. Lack of data collection by community pharmacy NSPs	<p><i>Ongoing</i></p> <p>Although the Guild spoke with some community pharmacies to ascertain what fees are being charged for equipment there is an ongoing need to collect the data that the DH requires from all NSP services (appendix 13)</p>
10. In-active pharmacy NSPs <p>“<b>In-active</b>” status is where a pharmacy either hasn’t ordered for a significant period of time or has indicated they will not be ordering supplies through DH for the time being.</p> <p>Status becomes “<b>Active</b>” once the pharmacy places an order through the NSP with the DH.</p>	<p><i>Ongoing</i></p> <ul style="list-style-type: none"> <li>• DH monitoring in-active status</li> <li>• Further funding for the project would provide the ability to follow up in-active status community pharmacies</li> </ul>
11. Inconsistency of charges for equipment supply through pharmacy NSPs	<p><i>Ongoing</i></p> <ul style="list-style-type: none"> <li>• Analysis of the above survey has been done</li> <li>• DH may wish to address this issue in more detail in the future</li> </ul>
12. Ownership or staffing changes within pharmacy NSPs	<p><i>Ongoing</i></p> <p>Changing ownership or staff within a pharmacy can cause a shift in the willingness to undertake the NSP. To date no work within this project has been done to monitor these changes that may lead to a pharmacy NSP becoming in-active</p> <ul style="list-style-type: none"> <li>• DH has to address this issue in more detail in the future</li> </ul>