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Victoria’s Take-Home Naloxone Program

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

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## Purpose of these FAQs

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

They supplement the program’s operational guidelines, which can be found at the program webpage: <<https://www.health.vic.gov.au/aod-treatment-services/victorias-take-home-naloxone-program>>.

Managers of approved organisations are advised to read and familiarise themselves with the operational guidelines as the key source of information regarding legal requirements and best practice under the Victorian program.

Further information may be added to this document as the rollout of the program progresses. If after reading this document you are still unclear about something, please visit the program webpage for further information or contact: [aod.enquiries@health.vic.gov.au](mailto:aod.enquiries@health.vic.gov.au) for assistance.

For reference, frequent abbreviations used in this document include:

* ‘NSP’ – Needle and Syringe Program
* ‘PPA’ – Commonwealth Government’s Pharmacy Programs Administrator
* ‘Program’ – Victoria’s Take-Home Naloxone Program.

## Who can participate in Victoria’s Take-Home Naloxone Program?

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

Only certain categories of organisations are approved to participate in the program (see Secretary’s Approval [here](https://www.gazette.vic.gov.au/gazette/Gazettes2023/GG2023G014.pdf)). These categories are:

* Needle and Syringe Program (NSP) providers
  + Initially, only select NSP providers that were part of the previous Naloxone Subsidy Initiative will participate in the program launch.
* Medically Supervised Injecting Centres
  + The Medically Supervised Injecting Room (MSIR) in North Richmond.

### Will the program be expanded to include all Needle and Syringe Program providers?

NSPs will be welcomed to participate in the program in a staged manner to support the early testing of operational processes. The first tranche includes NSP providers that previously participated in the Naloxone Subsidy Initiative.

Pharmacies (including those that run an NSP) may participate in the supply of naloxone separately to Victoria’s Take-Home Naloxone Program by registering with the national take-home naloxone program. Information on how to do this is available at the Commonwealth Government’s take-home naloxone program webpage: <<https://www.health.gov.au/our-work/take-home-naloxone-program/providing-naloxone-under-the-take-home-naloxone-program>>.

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

The department will consider expanding the program to include other suitable services, such as alcohol and other drug service providers, pending results of an initial program evaluation.

## Registration and reporting

### Why do approved organisations need to register with the Commonwealth Government’s online reporting portal?

Victoria’s Take-Home Naloxone Program is a joint initiative with the Commonwealth Government’s national take-home naloxone program.

It is a requirement of the national program that approved organisations register with the Commonwealth Government’s Pharmacy Programs Administrator (PPA) online portal in order to record and report supply data.

Providing this data will:

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

### Does an approved NSP in Victoria’s program have to be registered with the Victorian Needle and Syringe Program Portal as well as the Commonwealth PPA portal?

The Commonwealth PPA portal is where NSPs and MSIR record and report *naloxone* supply data.

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

### How do approved organisations register on the Commonwealth PPA reporting portal?

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

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

For further details:

* link to the PPA portal: <<https://app.ppaonline.com.au/home>>
* link to a short video to guide approved workers through the registration and record-keeping processes: <<https://clipchamp.com/watch/xo02I52G53T>>

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

Yes.

An approved organisation with multiple NSP locations will need to register each of these on the Commonwealth PPA portal separately. A different ‘Main Authorised Person’ may be nominated for each individual location, or the organisation may nominate a single person to be the ‘Main Authorised Person’ for all locations when registering them.

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

Yes.

The Commonwealth Government’s online PPA portal for the national program uses the term ‘Authorised Alternative Supplier’ (or ‘AAS’) to refer to the approved organisations that are now participating in the Victorian Program.

## Ordering naloxone

### How do approved organisations order naloxone?

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

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

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

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

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

No.

Victoria’s program does not currently have a limit on naloxone orders. A limit may need to be considered in the event of product supply shortages or disruptions.

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

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

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

## Product storage and labelling

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

No.

This is a regulatory requirement for the supply of naloxone and must be met in order for an approved organisation to participate in the program.

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

No.

Naloxone must be kept behind a service counter but does not have to be in a locked area.

### Can naloxone be placed in an approved organisation’s vending machine for afterhours access?

No.

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

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

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

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

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