

New injecting equipment is available through Victorian NSPs

Information for NSP workers

BACKGROUND

As you are aware there was a significant amount of concern among services and clients relating to the introduction of the Korean-made Terumo injecting equipment in 2016.

A consumer feedback process was undertaken through a number of services to help the Department of Health and Human Services determine what new equipment they would make available for NSP clients in Victoria.

Through that process, new injecting equipment was identified and is now available for ordering through the order system (paper based and online).

Your service can order any of the following 1ml syringes

- Nipro
- Multigate
- BD, and
- the existing Korean Terumo.

SUPPORTING CLIENTS

There may be some issues for clients with the introduction of new equipment – as there was with the Korean-made Terumo.

Please take the time to reiterate to clients that getting used to the new equipment will probably take time, and encourage them to consider the safer using tips that are available via www.penington.org.au/newequipmentvic.

MANAGING STOCK

Logistics and stock management may be an issue for some services, particularly early on before it becomes clear what the client demand for each brand looks like.

In the meantime, you might want to order smaller amounts of each brand of equipment to take the pressure off your stock management and also manage the space in your service.

Over time, as you get a clearer picture of what the demand looks like, you will be able to manage ordering and stock management with greater confidence.

FEEDBACK

We can expect client feedback as the new equipment becomes available.

Change takes time so we can expect some issues, regardless of the quality of the new equipment.

How we handle this is critical – please make sure to capture client feedback and pass it on to DHHS via nsp.orders@dhhs.vic.gov.au and Penington Institute via c.omahony@penington.org.au. This will help us all be proactive in addressing any issues that arise with the new equipment.