

## INFORMATION AND SUPPORT

A Needle and Syringe Program (NSP or the exchange) worker can give you information, help you find services and make appointments for you.

### DirectLine

1800 888 236 • [www.directline.org.au](http://www.directline.org.au)  
24-hour. If you want to talk to someone about your drug use or find a support service.

### Victorian Aboriginal Community Controlled Health Organisation (VACCHO)

(03) 9411 9411 • [www.vaccho.org.au](http://www.vaccho.org.au)

**YoDAA: Youth Drug and Alcohol Advice service**  
1800 458 685 • [www.yodaa.org.au](http://www.yodaa.org.au)

**Youth Support and Advocacy Service (YSAS)**  
(03) 9415 8881 • [www.ysas.org.au](http://www.ysas.org.au)

**DHHS Needle and Syringe Program information**  
To find a Needle and Syringe Program near you, search 'needle syringe program'.

SAFER  
USING 02

LINKING

TO

OTHER

SERVICES

Sometimes there can be a lot of things going on in your life. A worker at an NSP can help link you with:

- + General Practitioners
- + Naloxone training providers
- + Housing support workers
- + Legal Services
- + Hepatitis testing and treatment services
- + Material Aid
- + Opioid Replacement Therapy
- + Mental health services
- + Peer support services
- + Withdrawal services
- + Rehabilitation services
- + Aboriginal services.

## SERVICES THAT CAN PROVIDE SUPPORT TO PEOPLE WHO USE DRUGS

### General Practitioners (GPs)

A GP is often a good starting point for support with your drug use or a referral to another service.

Many Needle and Syringe Programs (NSPs or the exchange) are located in community health services. The doctors working in these services often have a better understanding of drug-related issues.

### Naloxone training providers

[Naloxone temporarily reverses the effects of opioid overdose which will allow the person to breathe again.](#)

Naloxone training providers can help you get naloxone and train you to use it. To find one contact:

**Penington Institute** [www.penington.org.au](http://www.penington.org.au)

**Harm Reduction Victoria** [www.hrvic.org](http://www.hrvic.org)

Agency details:

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## Housing Support Workers

A housing support worker can help you if:

- You're homeless or can't find a place to live
- You're at risk of homelessness
- You're staying on a friend's couch
- You feel unsafe at home.

## Finding housing support

In Victoria, a service called 'Front Door' can help find crisis accommodation, help you put in an application for public/social housing or look for a private rental property.

To find your local Front Door call 1800 825 955.

If you need urgent help with housing after hours, you can contact the Victorian homelessness crisis centre on 1800 825 955.

## Legal services

There are many reasons you might need to speak to a legal service:

- You've been arrested
- You're going to court
- Custody issues
- You've been assaulted.

It's a good idea to find out about your rights and get legal advice.

You can get telephone advice from Victoria Legal Aid Legal Help line on 1300 792 387.

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[There is more information on your rights in the brochure titled 'Using and the Law'.](#)

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## Material Aid

Material aid is assistance given to people who need extra financial support.

It includes:

- Food vouchers or parcels
- Clothing
- Transport
- Toiletries.

Sometimes you can get help with paying for some medical bills or medicine.

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[If you need material aid speak to an NSP worker or call the Department of Health and Human Services on 1300 650 172 and they will connect you with an agency or service in your area.](#)

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## Hepatitis C (hep C) testing and treatment

An NSP worker can help you find a service where you can get tested and treated for hep C.

They can also give you hep C information and can give you contact details for a hepatitis support service.

You can also call the Hep C Infoline on 1800 703 003.

## Opioid Replacement Therapy (ORT) also known as Pharmacotherapy

ORT is substitution medication like methadone or Suboxone® that is prescribed for people who want to stop or reduce using drugs like heroin and morphine.

## Pharmacotherapy Advocacy Mediation Support (PAMS)

PAMS is a peer-based advisory service with Harm Reduction Victoria.

They provide information, support, referral, mediation and deals with complaints from people on ORT and service providers.

Call 1800 443 844 for a confidential conversation.

## Mental Health Services

There are a range of mental health services in Victoria, and some are available 24/7. They can provide treatment, information and advice. How easy or difficult it is to find face-to-face services will depend on where you are, but there are telephone and online services available.

In regional areas, you can access mental health services through a program called the Mental Health Services in Rural and Remote Areas (MHSRRA) at local organisations like Medicare Locals or Aboriginal Medical Services.

### IN AN EMERGENCY YOU SHOULD CALL 000

Your doctor is a good place to start to look for mental health support.

If you don't want to speak to your doctor an NSP worker can help you find a service near you.

You can call Lifeline to discuss all types of personal difficulties, including thoughts of suicide, 24 hours a day, seven days a week on 13 11 14.

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## Peer Support/Peer-based services

Peer services involve support from people with personal experience of drug use.

In Victoria the two main peer support services are:

### Harm Reduction Victoria

(03) 9329 1500 • [www.hrvic.org.au](http://www.hrvic.org.au)

### Self Help Addiction Resource Centre

(03) 9573 1700 • [www.sharc.org.au](http://www.sharc.org.au)

## Withdrawal Services

Support for people withdrawing from drug use. Services may include:

- Residential withdrawal (supervised residential facility or hospital)
- Non-residential withdrawal (done in the community with the support of medical professionals)
- Outpatient (you go to the service but do not stay overnight).

## Rehabilitation Services

Residential rehabilitation provides a safe and supported environment for people who are not able to reduce or stop their drug use through other programs. These services work to address the issues leading to drug use through things like individual and group counselling, with a focus on mutual self-help and peer community they support people to return to the community. Some residential rehabilitation services can also accommodate families.

## Aboriginal services

Aboriginal people can access mainstream services like anyone else. However there are specific services for Aboriginal people who would prefer to be supported by them. The Victorian Aboriginal Controlled Health Organisation (VACCHO) has details on services local to you.

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[There is more information on services that can help you with your drug use in the brochures titled 'Cutting Down, Getting Off' and 'Methadone and Suboxone®'.](#)

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