



Australian Government

SIRCHCS005 Provide Australian Needle and Syringe Program services

Release: 1

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Modification History

Not applicable.

Application

This unit describes the performance outcomes, skills and knowledge required to provide service to customers of the Australian Needle and Syringe Program (NSP). It covers only the provision of free ready-made equipment packs and the acceptance of sealed sharps disposal containers. It requires the ability to identify and act on triggers for referral to a pharmacist for therapeutic advice.

This unit applies to pharmacy assistants working in community pharmacies. They work with some independence, under general supervision and guidance from others, but ultimately under the supervising pharmacist.

No occupational licensing, certification or specific legislative requirements apply to this unit at the time of publication.

Pre-requisite Unit

Nil

Competency Field

Health Care Support

Unit Sector

Community Pharmacy

Elements and Performance Criteria

ELEMENTS	PERFORMANCE CRITERIA
Elements describe the essential outcomes.	Performance criteria describe the performance needed to demonstrate achievement of the element.
1. Identify customer needs.	1.1.Follow organisational procedures to respect and protect customer privacy. 1.2.Question and actively listen to confirm customer needs. 1.3.Identify and act on triggers for referral to pharmacist.
2. Provide NSP equipment.	2.1.Follow organisational procedures and NSP operational guidelines for providing NSP services.

- 2.2. Supply ready-made equipment packs to customers.
 - 2.3. Clearly explain contents of packs and how to use sharps disposal containers.
 - 2.4. Accept sealed sharps disposal containers and lodge in pharmacy yellow sharps bin.
 - 2.5. Handle sharps disposal containers safely and hygienically and wear personal protective equipment to avoid injury and infection.
3. Respond to information requirements.
 - 3.1. Request customer participation in information gathering according to guidelines.
 - 3.2. Collect and accurately report customer and other NSP data according to guidelines.
 - 3.3. Respond to customer requests for information on relevant support agencies.

Foundation Skills

Foundation skills essential to performance in this unit, but not explicit in the performance criteria are listed here, along with a brief context statement.

Numeracy skills to:

- collect and record basic numerical data.

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=ca051b1b-5101-4ec2-ac1c-49699303188d>