



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	2.1.Follow organisational procedures and NSP operational

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| equipment. | 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>

Assessment Requirements for SIRCHCS005 Provide Australian Needle and Syringe Program services

Modification History

Not applicable.

Performance Evidence

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- provide Australian Needle and Syringe Program (NSP) services to three different customers, and provide information to each on:
 - content and use of ready-made equipment packs
 - how to use sharps disposal containers
 - statistics collected by the NSP
 - self-referral alcohol and drug support agencies
- demonstrate the correct procedures for the return of sharps disposal containers and lodgement in pharmacy yellow sharps bins
- collect customer and other NSP statistics and complete one report.

Knowledge Evidence

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- public health benefits of needle and syringe programs
- operational guidelines of the NSP program and instructions for collecting and reporting NSP statistics
- content and use of ready-made equipment packs
- safe and hygienic practices for handling returned sharps disposal containers
- sources of information on self-referral alcohol and drug support agencies
- role boundaries and responsibilities of pharmacy assistants for providing NSP program services, and circumstances which require and trigger referral to a pharmacist
- organisational procedures for providing NSP services:
 - questions that must be asked to collect information about customer needs
 - collecting and supplying information to an agent acting on behalf of a customer
 - identifying and acting on triggers for referral to a pharmacist
 - maintaining privacy and confidentiality of customer information
 - collecting, recording and reporting NSP statistics
 - safe handling and disposal of sharps containers.

Assessment Conditions

Skills must be demonstrated in a pharmacy with designated front of pharmacy areas. This can be:

- an industry workplace
- a simulated industry environment.

Assessment must ensure use of:

- ready-made NSP equipment packs containing:
 - syringes
 - swabs
 - filters
 - a sharps disposal container
- sealed sharps disposal containers
- large pharmacy yellow sharps bin
- personal protective equipment used to handle sharps disposal containers
- operational guidelines of the NSP program
- documents used to record and report NSP statistics
- brochures and leaflets providing information on self-referral alcohol and drug support agencies
- organisational procedures for providing NSP services
- customers with whom the individual can interact; these can be:
 - customers in an industry workplace who are served by the individual during the assessment process; or
 - individuals who participate in role plays or simulated activities, set up for the purpose of assessment, in a simulated industry environment operated within a training organisation.

Assessors must satisfy the Standards for Registered Training Organisation's requirements for assessors, and:

- have worked in the pharmacy sector for at least two years.

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