

New Zealand Needle Exchange Pharmacy Onboarding

Introducing new pharmacies to the NZNEP system



NZ Needle Exchange Programme Overview

Programme Purpose

- NZNEP aims to reduce harm from injecting drug use by promoting safer practices and reducing blood-borne virus transmission.

Pharmacy Role

- Pharmacies provide accessible, discreet access to sterile equipment and safe disposal, supporting community health.

Pharmacy Onboarding

- Pharmacies receive training, equipment access, and guidance to confidently participate in NZNEP.

Service Delivery Principles

- Confidentiality, non-judgmental approach, and community wellbeing are central to effective programme delivery.

Confidentiality

The programme is
entirely confidential

No records of names
or other identifying
details are kept

You may **NOT** disclose
to any third party any
details of clients using
the service including
the police

You may **NOT** disclose
information to Opioid
Substitution Treatment
services about their
client's use of NEP

Extend the same
discretion given to any
other customer

Needle exchange
clients use the service
at your pharmacy
based on trust.

Stigma

Stigma is a negative perception, attitude, or belief about a person or group based on a mental, physical, or social characteristic.

People who access NEP services often experience significant stigma, making it one of the greatest barriers they face.

Discrimination and judgment can negatively affect health and wellbeing, creating additional challenges for those using the service.

Self-stigma is common, with individuals often blaming or judging themselves for their circumstances or behaviours.

The **fear** of experiencing stigma often prevents people accessing NEP and healthcare services.

Providing respectful, non-judgmental support helps improve health outcomes, wellbeing, and engagement with services.

Reducing stigma is a key objective of the Needle Exchange Programme, promoting a safer and more supportive environment for service users.

On-Boarding Information

Pharmacies complete the NZNEP online form to register for approval as authorised outlets for harm reduction equipment distribution.

You will be able to access pre-made harm reduction packs online from YesMed. The packs are free and ordered through the portal.

The service is identified by a double arrow label placed on the Pharmacy's door/window. The double arrow is the international symbol for needle exchange services. It offers a discreet way to communicate that you are part of the NEP.

Registered pharmacies connect with regional NZNEP providers for ongoing support and guidance throughout the programme.

Registered pharmacies can legally supply equipment, access training, and claim rebates.



Step by Step Onboarding

Confirm Registration Status

Pharmacies confirm their NZNEP registration status by completing an online form to begin the onboarding process pending approval.

Set Up YesMed Access

Access to YesMed is provided once approval is given. Once this is set up you will be advised to go to <https://app.rappidmed.com/> and apply your username and password so you are ready to start ordering equipment

Complete Online Training

Pharmacy staff can complete a short training covering equipment handling, client engagement, safety, and harm reduction best practices.

Establish Record-Keeping Systems

You will need to set up internal systems to accurately record distributed packs for reporting and rebate claims.



Equipment & Service Delivery

Free Sterile Equipment

NZNEP pharmacies provide sterile needles and syringes at no cost to Needle Exchange clients, ensuring safety and accessibility.

Supply Chain Management

Equipment is ordered directly through YesMed, ensuring quality and consistent availability.

Safe Disposal Practices

Clients receive personal sharps containers and are encouraged to return used equipment to reduce community and pharmacy risk.

Program Boundaries

Free NZNEP equipment is strictly for Needle Exchange Programme clients; others must purchase supplies commercially to maintain program integrity.

Equipment Packs

Standard IV pack – Green (currently provided as Opioid Kit) **SKU 1189156**

10 x 3ml syringes
10 x 27g x ½ needles
10 x alcohol prep pads
1 x 300ml personal sharps container (black)
1 x information leaflet

This is a basic multi-purpose pack for people who use a wide range of drugs.

Intramuscular PIEDs pack – Yellow
(currently provided as IM Kit) **SKU 1189157**

10 x 3ml syringes
10 x 23g x 1 ½ needles
10 x 18g x 1 ½ needles
10 x alcohol prep pads
1 x 300ml personal sharps container (black)
1 x information leaflet

This is primarily aimed at people who use Performance and Image Enhancing Drugs (PIEDs) but is suitable for anyone who injects IM as there is a drawing up needle along with a longer larger gauge needle for injecting directly into the muscle.

1ml fixed needle pack - Blue **SKU 1189089**

10 x 1ml Insulin syringes with attached 29g needle
10 x alcohol prep pads
1 x 300ml personal sharps container (black)
1 x information leaflet

This pack is tailored to methamphetamine and subcutaneous PIEDs use.

10ml Syringe Pack - Pink **SKU 1189091**

5 x 10ml syringes
5 x 26g x ½ needles
5 x alcohol prep pads
1 x 700ml personal sharps container
1 x information leaflet.

This pack is suitable for people who inject Methadone or Methylphenidate and do not require use of a butterfly to inject.

All in One pack – Red **SKU 1189092**

2 x 3ml syringes
2 x 27g x ½ needles
2 x alcohol prep pads
1 x 300ml personal sharps container (black)
1 x sterile water
1 x maxicup
1 x information leaflet.

This pack covers a range of drug use and is suitable for morphine, methamphetamine, and smaller amounts of methylphenidate or methadone.

Butterfly pack - Orange **SKU 1189093**

2 x 10ml syringes
2 x 18g x ½ blunt needles
2 x 25g butterflies
2 x alcohol prep pads
1 x 300ml personal sharps container (black)
1 x information leaflet.

This pack is for opioid/methadone clients or people injecting larger amounts of Methylphenidate with long injecting careers and difficult/fragile veins.

Safe Disposal of Used Equipment

Provision of Approved Sharps Bins

YesMed supplies approved sharps bins to pharmacies and works with Waste Management and Enviromed to manage collection and destruction of used equipment.

Safety and Accessibility Measures

Sharps bins should be accessible yet secure and out of children's reach.

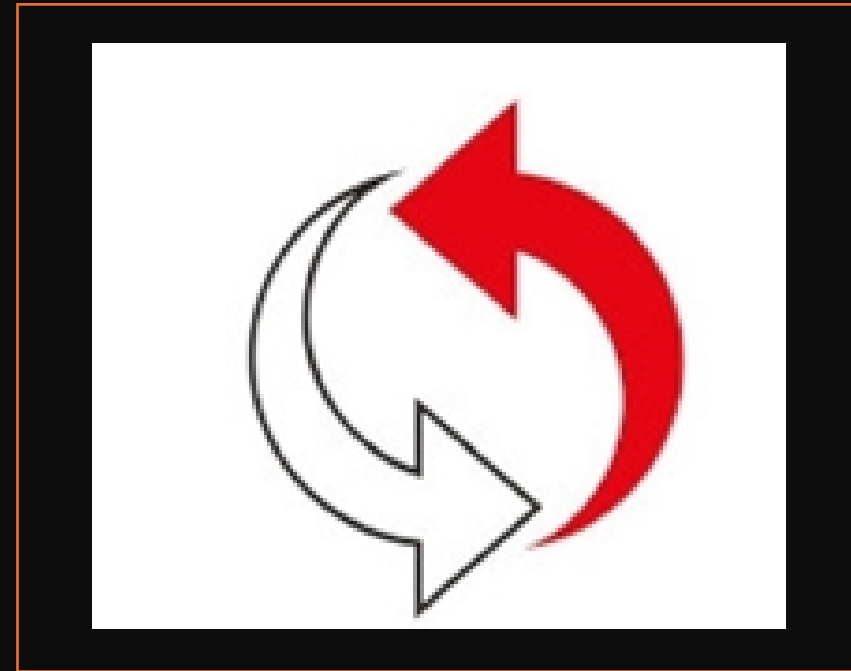
Minimizing Health Risks

These disposal systems protect staff, clients, and community by reducing needle-stick injuries and environmental hazards.

Promotion and Resources

Recognisable Service Symbol

Pharmacies use a double arrow symbol on their doors or windows to discreetly identify needle exchange services to clients. These will be provided.



Educational Resource Distribution

Pharmacies stock and distribute harm reduction resources such as safer injecting practices and overdose prevention information. These can be ordered from nznep.org.nz



Rebate Rates

Claim a rebate of \$2.00 + GST for each pack given to clients free

\$0.20 + GST(for other needles accessed by approved specified pharmacies)

Claim monthly via invoice – email to your NZNEP provider

South Island – Te Waipounamu Collective –
irene@hewakatapu.org

Lower North Island – DHDP Trust –
pharmacy@drugsproject.co.nz

Midlands & Northland – ADIO Trust –
rebate@adio.org.nz

Claiming Rebates and Accessing Support

Pharmacies can claim rebates monthly by submitting detailed invoices which should include:

- An invoice number
- The name of your Pharmacy
- GST number
- **The total number of overall packs as well as the total number of packs by type you have distributed to NZNEP clients**
- The cost @ \$2.00 per pack
- GST amount
- Total to pay
- Your bank account details

Rebate Payment Schedule

Payments for rebates are processed on the 20th of the month following invoice submission and reconciliation of equipment stocked.

Support

For support or more information or to request an education session in your region e-mail the relevant team

South Island - Te Waipounamu Collective -
irene@hewakatapu.org.nz

Central Region- DHDP Trust -
pharmacy@drugsproject.co.nz

North and Midland Regions- ADIO Trust -
colin.mexted@adio.org.nz

