Needle and Syringe Programs (NSPs) are a public health measure, consistent with ACT Alcohol Tobacco and Other Drug Strategy and the National Drug Strategy’s harm minimisation framework. They reduce the spread of infections such as HIV and Hepatitis B and C among people who inject drugs and the wider community and provide a range of harm minimisation services.

Directions Health Services acknowledges the traditional owners of the Canberra region, upon whose land we walk, their ancestors and elders both past and present. We also value the contribution diverse cultures, identities and lifestyles make to our region and the richness of
Primary NSPs

ACT Primary NSPs are located in Civic and Phillip. These services provide an extended range of injecting equipment and other support services to people who inject drugs. This includes information and education on issues relating to safe injecting practices and health, and referrals to a range of health and social services, including drug treatment services. Crisis counselling is available at the Civic NSP and free frozen take away meals are also available at both Civic and Phillip NSPs through the Directions Healthy Food Healthy Me program.

Primary Outlets

City Health Centre – Phone 6143 5800
Ground Floor, Cnr Moore & Alinga Sts
Canberra City

Phillip Health Centre – Phone 6132 4900
Cnr Keltie & Corinna Sts
Woden (back of building)

Secondary NSPs

A more limited range of injecting equipment is available through Secondary NSPs, including participating pharmacies and community health centres.

Secondary Outlets

Aids Action Council – 6257 2855
Havelock House, 85 Northbourne Ave Turner

Alcohol & Drug Service – 6207 9977
1st Floor, City Health Centre
Cnr Moore & Alinga Sts Canberra City

Belconnen Health Centre – 6207 9977
56 Lathlain St Belconnen

Gungahlin Health Centre – 6207 9977
57 Ernest Cavanagh St Gungahlin

Phillip Health Centre – 6207 9977
Cnr Keltie & Corinna Sts Woden

Tuggeranong Health Centre – 6207 9977
Cnr Anketell & Pitman Sts Greenway

Winnungah Nimmityjah
Aboriginal Health Service – 6248 6222
63 Boolimba Cres Narrabundah

Syringe Vending Machines

Syringe Vending Machines (SVMs) are self-contained units that enable 24 hour purchase of safe injecting equipment for a small fee. In the ACT, SVMs are located outside health services. ACT SVMs contain ‘4 packs’ only, (these include 4 sterile needles and syringes, swabs, water, spoons and cotton wool within a safe disposal container).

Syringe Vending Machines

Belconnen Health Centre – 6207 9977
56 Lathlain St Belconnen

City Health Centre – 6207 9977
Cnr Moore & Alinga Sts Canberra City

Gungahlin Health Centre – 6207 9977
57 Ernest Cavanagh St Gungahlin

Phillip Health Centre – 6207 9977
Cnr Keltie & Corinna Sts Woden

Tuggeranong Health Centre – 6207 9977
Cnr Anketell & Pitman Sts Greenway

Winnungah Nimmityjah
Aboriginal Health Service – 6248 6222
63 Boolimba Cres Narrabundah

Pharmacy NSP Outlets

Over 30 pharmacies in the ACT participate in the NSP program. 4 packs are available for purchase through these pharmacies. Visit our website for an up to date list of participating pharmacies.

For a full list of Secondary NSPs, pharmacies and vending machines visit: www.directionshealth.com

Needle and Syringe Disposal

Needles, syringes and other sharps should be disposed of in secure hard plastic containers, available from NSPs. If you find a sharp in a public place or on your private property, call the SHARPS Hotline on 13 22 81, providing accurate information on the location of the item. A City Ranger from ACT Government Territory and Municipal Services will come and pick it up as soon as possible. Do not touch the sharp and, if possible, stand guard or mark the area with a hazard sign, particularly if there are children around.

Privacy

All Directions services are confidential. Client consent is required to share information with other services or people.

Feedback and Complaints

What you think about our services matters. We welcome your feedback and suggestions about how we may improve our services at any time.

You have a right to:

> Make comments or complaints.
>
> Have grievance/s resolved fairly, promptly, confidentially and without retribution.
>
> Be treated with respect, listened to and taken seriously.

If you have a complaint, ask to speak with the team leader or manager of the program. If you are not satisfied with the outcome, you may ask to speak with the Director of Service Delivery or the CEO on 6132 4800. You may also put your complaint in writing or email it to reception@directionshealth.com

If you are still unsatisfied, you may contact the ACT Health Services Commissioner on 6205 2222.