

REDFERN HARM MINIMISATION PROGRAM

Management Plan

Automatic Syringe Dispensing Machine

January 2013

Context

- National Drug Strategy began in 1985
- 2010–2015 the health–law enforcement partnership remains at the centre of the strategy
- Overarching principle of harm minimisation
- Three equal pillars of demand reduction, supply reduction and harm reduction applied together in a balanced way

Demand reduction	Supply reduction	Harm reduction
<ul style="list-style-type: none">• prevent uptake and delay onset of drug use• support efforts to promote social inclusion and resilient individuals, families and communities.• media campaigns• limit advertising• education programs• taxation	<ul style="list-style-type: none">• reduce the supply of illegal drugs (both current and emerging)• control and manage the supply of alcohol, tobacco and other legal drugs.• prevent importation• police cultivation & manufacture• police trafficking/dealing• strengthen legislative frameworks	<ul style="list-style-type: none">• reduce harms to community safety and amenity• reduce harms to families• reduce harms to individuals.• public amenity• liquor outlets• NSP including safe disposal• drink/driving laws• provide drug and alcohol treatment

The value of the Needle Syringe Program (NSP) as an evidence-based public health response to the risk of blood borne virus (BBV) transmission associated with injecting drug use is substantial. In Australia the Program is the single most important and cost-effective strategy in reducing drug-related harms among injecting drug users.

Background

ADMs are a cost effective means of providing 24 hour access to clean injecting equipment, particularly to hidden populations of injecting drug users who would not otherwise use staffed Needle and Syringe Programs (NSPs) or pharmacies.

There are approximately 150 Automatic Dispensing Machines across NSW in varying locations. There are some in Marrickville, Concord and Surry Hills. These have been operating successfully without reports of adverse effects on the community.

Data from the Australian Annual NSP Survey identifies that the prevalence of HIV between 2007 – 2011 nationally was 1.5% and in NSW was 2.5%. Redfern/Waterloo community is at higher risk levels than national and state levels and is approximately 3 times higher than the national level. The same report identifies the prevalence of Hep C nationally at 58% and NSW is 60%. The Redfern/Waterloo community on average is 10% higher than the national and/or state level.

As part of the DA approval in 2008, the Harm Minimisation Program (HMP), Redfern Community Health Centre, was approved to operate Automatic Dispensing Machines (ADMs) at the entrance of the Redfern Community Health Centre.

The proposed site of this machine has been identified using the following criteria:

- The need to provide 24 hour access to clean equipment in an area with a high concentration of people who inject drugs
- Proximity to a fixed site NSP
- Ensuring a balance between maintaining consumer anonymity when accessing the machine and the need to provide a location that will deter vandalism and misuse
- Locating the machine in close proximity to existing health services.

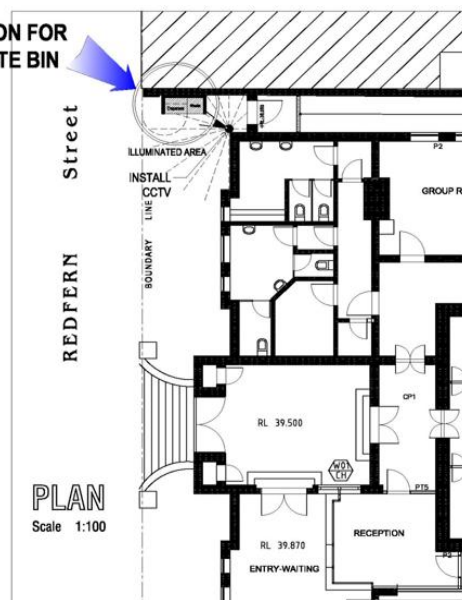
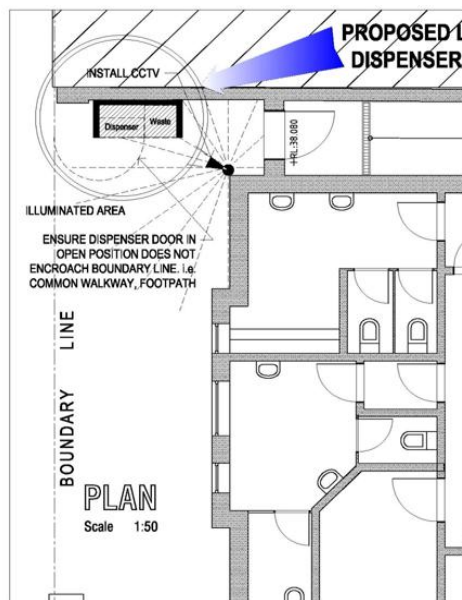
Automatic Dispensing Machine and Sharps Waste Disposal Bin

The ADM is the property of the Sydney Local Health District and will be operated by the Redfern HMP seven days a week. The ADM design has been chosen as it is robust, reliable and is designed to comply with Australian Standards. The ADM incorporates child deterrent features and safety designs built into the area include clear lines of sight, enhanced lighting, and CCTV camera within the area.

A Sharps Waste Disposal Bin provides for the safe disposal of used sharps waste. It is co-located with the ADM and its design is consistent with bins used within the City of Sydney and health services across NSW.



Site Location Plan



SCOPE OF WORKS

- Provide structure to house Dispensing Unit & Waste Bin (as per detailed drawing)
- Provide power to housing (underground electrical service)
- Provide CCTV Security & additional lighting (overhead mounted on roof)



ROYAL PRINCE ALFRED HOSPITAL
ENGINEERING AND BUILDING SERVICES
FACILITIES SERVICES
10-10 GREAT ROAD CAMDEN NSW 2050

Redfern
Community Health Centre
as shown

Proposed Dispensing Unit
Location Layout Plans
Red CHC 819 sk01

28 Oct '12

DRAFT ONLY

Consultation

Community consultation meetings have occurred in February, June, October and December 2012 regarding the installation of the ADM and Local Health District (LHD) staff have also attended several community meetings including the Waterloo Wellbeing and Safety Action Group, the Redfern Neighbourhood Advisory Board, the Local Area Command Aboriginal Consultative Committee Meeting and the Local Area Command Community Safety Precinct Meeting, as well as the Housing Community Safe Disposal Management Meeting. In addition, LHD staff have met and spoken with many people individually. Formal and informal feedback received in these forums has been considered in the development of this proposed Management Plan.

This Management Plan has three parts:

1. Operational Management Plan
2. Sharps Waste Management Plan
3. Strategies to discourage public injecting

OPERATIONAL MANAGEMENT PLAN

Issue	Strategy	Potential Threats	Risk Management Strategy
Maintain the machine in good working order	<ul style="list-style-type: none">• ADM will be checked by HMP staff daily, 7 days per week throughout the year• Any repairs to be co-ordinated within five working days• Contact telephone number will be placed on the machine to report malfunction.• Records regarding malfunctions to be documented for review.	Machine not operational	<ul style="list-style-type: none">• Equipment is available from the fixed site service during normal operating hours.• Alternate service locations to be displayed on the machine.• Weather shield protects the machine.
		Machine will conflict with the aesthetics of the area	<ul style="list-style-type: none">• Housing for the machine and bin designed to be in keeping with the surroundings.
		Vandalism may occur to the machine	<ul style="list-style-type: none">• Machine will operate on a free vend system, in keeping with supply of equipment from the fixed site• Machine will be installed with a clear line of sight with CCTV and additional lighting
Check stock levels and restock as required	<ul style="list-style-type: none">• Stock levels will be checked daily and restocked as required, 7 days per week throughout the year.• ADM has adequate capacity to provide up to 200 fitpacks.	Inability of staff to maintain stock levels in the machine	<ul style="list-style-type: none">• Rostering systems in place to ensure adequate stocks.• Internal stock management system in place• Signage displayed regarding contact details in the event of low stock levels / malfunction / unclean area

Issue	Strategy	Potential Threats	Risk Management Strategy
Clean the machine and adjacent area on a regular basis	<ul style="list-style-type: none"> The machine and the adjacent area will be checked and cleared of any rubbish daily throughout the year. Graffiti removal will be co-ordinated with the City of Sydney Council's Graffiti Removal Service 	Accumulation of rubbish in the vicinity of the area.	<ul style="list-style-type: none"> ADM is situated in an area which has clear line of sight, CCTV and additional lighting to deter vandalism and people congregating in the area Proximity to a health care facility and a main road to assist with maintenance as required Signage displayed regarding contact details in the event of low stock levels / malfunction / unclean area Rostering system incorporates checking of the area and rubbish clearing if required Liaison with the City of Sydney's Graffiti Removal Service as required
Service User Information	<p>The ADM will display the following information :</p> <ul style="list-style-type: none"> Needle Clean up Hotline Number (1800 633 353) Details regarding the location and opening times of fixed site staffed needle and syringe programs or local pharmacies. Drug treatment services referral information including the Australian Drug Information Service (ADIS) and Drug and Alcohol Centralised Intake Line Waste disposal bins in close proximity (including those community sharps bins operated by City of Sydney Council) Safe disposal promotional material Health Promotional resources 	Service users are unclear / unaware of where to access needle disposal / clean up services	Information provided at the ADM and at the fixed site staffed NSP
		Service users are unclear / unaware of where to access services	Information provided at the ADM and at the fixed site staffed NSP
		Opportunities to engage service users	Information provided at the ADM and at the fixed site staffed NSP in relation to ADIS and the SLHD Centralised Drug and Alcohol Intake Line (9515 7611)
Expansion of fixed site operational hours.	<p>In consultation with service manager and staff identify available resources and rostering requirements for extended hours.</p> <p>Option 1. Fixed site, Saturday hours, extended to 5pm.</p> <p>Options 2. Scope opportunity for opening Sundays to 5pm.</p> <p>Consultation and application process required with City of Sydney Council.</p>	Fixed site operational hours and opportunistic interventions are limited on weekends.	<ul style="list-style-type: none"> Consultation with service manager and staff to ensure adequate resourcing of staff over weekend period. Application for Sunday operational hours is required through City of Sydney Council for processing.

SHARPS WASTE MANAGEMENT PLAN

Issue	Strategy	Potential Threats	Risk Management Strategy
Existing sharps management arrangements in the community	<ul style="list-style-type: none"> • Service users are actively encouraged by HMP staff to safely dispose of their used equipment • Safe Disposal campaigns are delivered through the Primary NSP on an ongoing basis • Majority of injecting equipment distributed from the Primary NSP is dispensed in Fitpacks or with a sharps waste container • 240 litre Sharps Waste Disposal Bin is located at the entrance to the fixed site NSP on Turner Street, Redfern and is accessible at all times • HMP staff conduct a sharps waste sweep of Turner Street and selected locations daily • Sharps waste contractor conducts sharps waste sweeps in existing and potential waste hotspots • City of Sydney Council's cleaning staff collect sharps waste as part of their waste management services • City of Sydney Council maintains community sharps waste disposal bins at Redfern Park and the Eveleigh Street precinct and in other locations • Pharmacies within the general vicinity as identified on the Safe Sharps website accept used equipment • The HMP, the City of Sydney Council and Redfern LAC promote the NSW Needle Clean Up Hotline as the contact point for sharps waste deposited in the public domain. • Housing NSW employs contract cleaners to manage sharps waste on their properties 	Inappropriately discarded needles and syringes	<ul style="list-style-type: none"> • Promote needle cleanup hotline number 1800 633 353 • Assertive and well communicated sweep strategies • Community health promotion campaigns
		Risk of contracting blood born virus through contact with inappropriately discarded injecting equipment	<ul style="list-style-type: none"> • Access to clean injecting equipment minimises risk of transmission of BBV and also contracting BBV from discarded equipment • Training provided by HMP staff in safe retrieval

Issue	Strategy	Potential Threats	Risk Management Strategy
Additional ADM sharps waste management strategies	<ul style="list-style-type: none"> • Safe Disposal Campaign promotional information will be incorporated into the ADM signage and Fitpack stickers • The location of a wider range of sharps waste disposal bins will be promoted • HMP staff will conduct a sharps waste sweep of the ADM, Redfern Health Centre site and selected sites adjacent to the Health Centre, daily throughout the year. The perimeter sweeps include parts of Redfern St, Pitt St, Turner St and George St. • Further targeted sweeps will be conducted should particular areas be identified through repeat clean up activity and or areas requested by the community. • Opportunity for the HMP to collaborate with Education, the City of Sydney Council and NSW Housing in relation to promoting safe sharps disposal practices • Opportunity for the HMP to collaborate with peer based organisations such as the NSW Users and Aids Association (NUAA) regarding appropriate public health education strategies. • A partnership between the HMP, Housing, the City of Sydney Council and Police has been established to improve the management of sharps waste on Housing NSW properties • HMP will collaborate with stakeholders including the Needle Clean up Hotline, Housing, City of Sydney Council and community groups to monitor sharps waste disposal patterns in the Redfern area • Opportunity for the HMP to collaborate with stakeholders including City of Sydney Council and Police to provide design safety advice within the local urban area to reduce opportunities for public injecting and inappropriate sharps waste disposal 	Duplication or poor coordination of sharps waste management services	<ul style="list-style-type: none"> • The HMP will act as the central point of contact for all matters relating to the SLHD syringe clean up activities in the Redfern area. The service can be contacted seven days a week on 9395 0400. • HMP will respond to urgent weekend retrievals in the Redfern area. The service will be coordinated through the NSW Needle Cleanup Hotline.
		Ensure ongoing support for safe disposal issues for the staff, students and parents of Jarjum College	<ul style="list-style-type: none"> • HMP will provide Ms Beatrice Sheen, Principal of Jarjum College, with direct mobile phone contact numbers in addition to the Needle Cleanup Hotline contact. • Opportunity for the HMP to collaborate with Jarjum College's P&C Committee regarding relevant issues. • HMP staff will include the perimeter of the school on Redfern St on sweeps • HMP will offer training to school staff on safe disposal issues and provide suitable sharps containers • HMP will work with Redfern Waterloo Community Drug Action Team (CDAT) to conduct health promotion activities within a broader range of Jarjum College parents, local residents and other interested parties
		Risk of ineffective promotion and reduced utilisation of existing safe disposal resources	<ul style="list-style-type: none"> • Collaboration with City of Sydney Council in relation to updating website information about community sharps bin locations • Opportunity for NUAA to implement a "Syringe Location Log Book" to enable NUAA NSP clients to identify areas where they are aware of syringe waste • Collaboration between HMP and peer based to coordinate educational programs aimed at promoting safe disposal messages • HMP will produce safe disposal stickers with the Needle CleanUp Hotline number for Fitpacks distributed through ADMs in the vicinity.

STRATEGIES TO DISCOURAGE PUBLIC INJECTING

Issue	Strategy	Potential Threats	Risk Management Strategy
Current Strategies to Discourage Public Injecting	<ul style="list-style-type: none"> Service users are actively encouraged by HMP staff to not inject in public locations Liaison with Redfern LAC to identify strategies to discourage public injecting in high impact locations such as residential premises Targeted health promotion activities are initiated with service users to address public injecting activity in high impact locations such as residential premises 	Public injecting occurs resulting in inappropriately discarded equipment, undesired congregation of people with possible aggression and intimidation of community members	<ul style="list-style-type: none"> Collaboration with the Police Health Promotion strategies to curtail public injecting Referral of service users to the Medically Supervised Injecting Centre (MSIC) in Kings Cross when appropriate to do so, via discrete distribution of a referral card with the opening hours and location of Centre
Additional Strategies to Discourage Public Injecting	<ul style="list-style-type: none"> Public Injecting messages will be incorporated into the ADM signage and Fitpack stickers Targeted health promotion activities will be initiated with service users to address any public injecting activity in high impact locations adjacent to the ADM Consult with NUAA regarding opportunities to develop a peer led social marketing message for dissemination through NUAA's quarterly magazine 	<p>Loitering and injecting practice within the vicinity.</p> <p>At risk behaviours such as shared injecting practices.</p> <p>Increased rates of blood borne viruses (HIV, Hep C)</p>	<ul style="list-style-type: none"> Improved lighting and installation of CCTV in the vicinity of the ADM Work with community to develop local health promotion campaign to reduce injecting drug use Establishment of an integrated community human services forum to improve social, health, housing, welfare, police and enforcement strategies for the Redfern, Waterloo and Darlington communities.
Education Strategies to Discourage Public Injecting	<ul style="list-style-type: none"> Development of training and education packages relating to drug related issues such as harm reduction, HIV & Hep C referral and treatment, overdose prevention and sharps waste management. 	Ambiguity in the management of drug related health issues including communication pathways with health and community services.	<ul style="list-style-type: none"> Provide education and health promotion activities within relevant community forums such as Redfern Waterloo CDAT, Waterloo Wellness & Safety Action Group, Redfern Neighbourhood Advisory Board, Police Aboriginal Consultative Committee & Community Safety Precinct Committee. The Harm Minimisation Program Manager will be a community first point of contact to facilitate community liaison between agencies and Sydney LHD services. Contact person Ms Kate Reakes, ph Business hours Mon to Friday: 0427 550 782.
Opportunities for expansion of NSP services across the Local Health District	Scope options for fixed, secondary and ADM's within the area including health facilities and NGO's.	Prevalence rates of HIV and Hep C amongst injecting drug users continues to escalate.	<ul style="list-style-type: none"> Installation of an ADM within RPAH site. Engage community NGO to offer secondary NSP options and or participate in local waste management strategies. Scope opportunities for NSP outlets/ ADM's within areas of needs across the LHD.

MONITORING AND REVIEW

Progress of these strategies will be facilitated through the Redfern ADM Implementation Committee including coordination between community stakeholders and human services including the manager of the HMP, the Needle Clean up hotline, NUAA, the City of Sydney, NSW Housing, Family and Community Services (FACS), Aging Disability and Home Care (ADHC), Department of Education & Communities, and Redfern Police.

Call for community membership of the Redfern ADM Implementation Committee.

The impact of the strategies will be assessed through

- ▶ Analysis of the Management Plan Actions
- ▶ Three monthly analysis of ADM fit pack / needle syringe distribution
- ▶ Three monthly analysis of Hotline calls relating to the Redfern area
- ▶ Three monthly analysis of disposal bin data
- ▶ Three monthly review of comments / complaints received by the community

A report will be made available for review at 12 months.

Contacts

The Harm Minimisation Program Manager, Redfern Community Health Centre, 9395 0400.
Needle Clean Up Hotline 1800 633 353
City of Sydney Cleansing Services 9265 9333
City of Sydney Graffiti Removal Service 9265 9333

TERMINOLOGY

ADM	Automatic Dispensing Machine
HMP	HMP
NSP	Needle and Syringe Program
Community Sharps	Sharps generated by non-clinical activities including needles, syringes and lancets used by people living with diabetes and other medical conditions requiring self-injection in the home, and syringes used by injecting drug users in the home or in public places
Sharps Bin	A stainless steel cabinet which contains either a 1.4litre, 23litre, 120litre or 240litre plastic disposable sharps bin container