

Evaluation of an innovative online Postal Take-Home Naloxone Service

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Acknowledgments

We acknowledge the Traditional Owners of the lands where our offices are located, the Gadigal People of the Eora Nation and Traditional Owners of Country throughout New South Wales where we live and work. We pay our respects to Elders past and present. We recognise that sovereignty was never ceded, and this always was and always will be Aboriginal land.

NUAA acknowledges the legacy of peers who went before and recognises the courage and commitment of the (injecting) drug user activists that played a key role in preventing HIV in Australia. We commit to holding their legacy and continuing the fight for the health, human rights and dignity of diverse communities of people who use and have used drugs.

Thank You

Our sincere thanks to our postal service users and the people who participated in this evaluation.

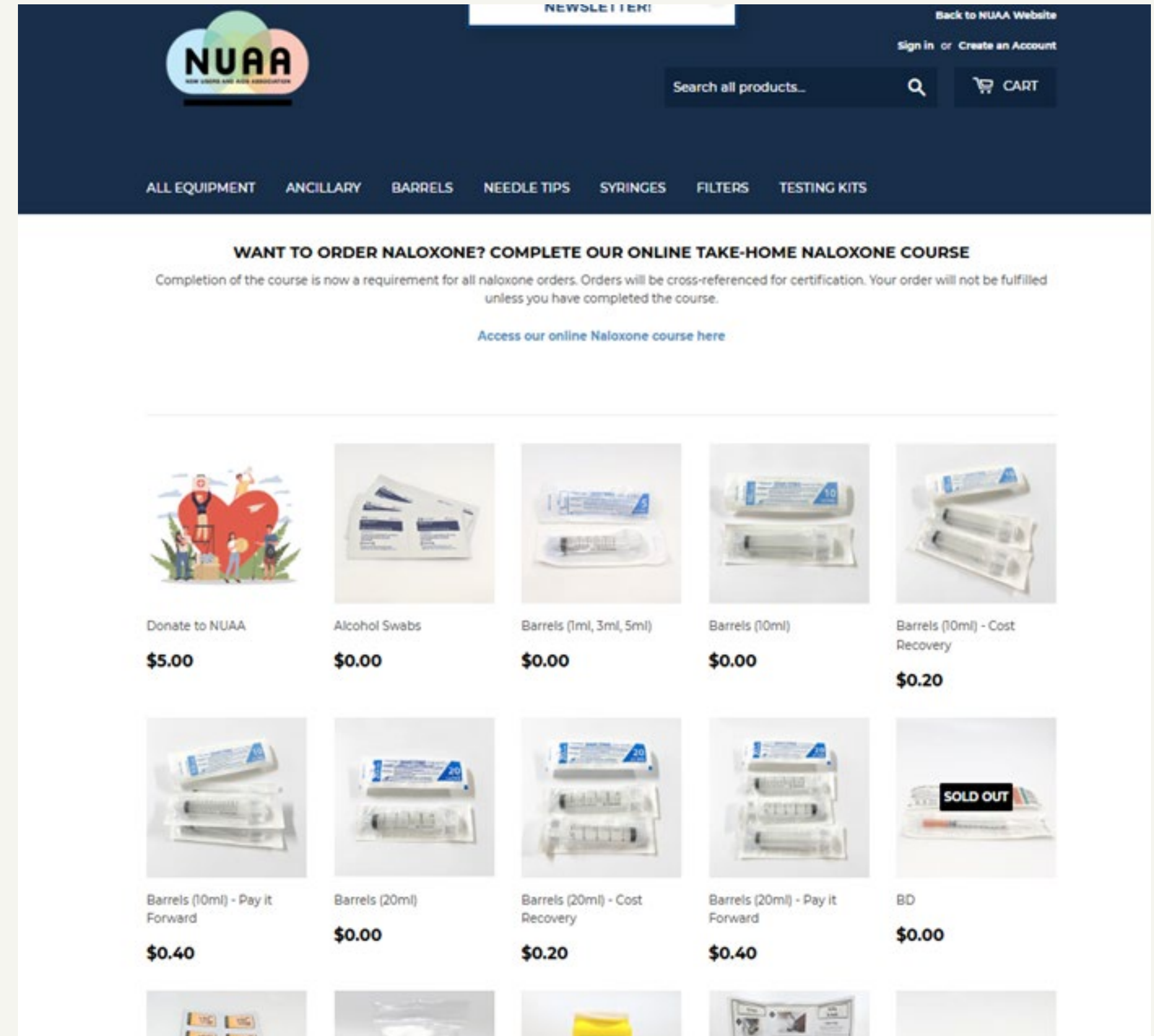
We would also like to thank Sandra Sunjic and Nicholas Lintzeris who carried out the formal evaluation of this project.

Sandra has worked tirelessly and persistently with NUAA staff to produce this evaluation.

Nick has consistently supported NUAA's participation in research and capacity building. Nick via USyd and SESLHD has provided NUAA with more funding to carry out research than any other institution.

NUAA Postal NSP

- NUAA has been posting equipment to people living in regional areas for at least ten years.
- Efforts to formally establish a postal NSP service were not approved until...
- COVID – the pandemic allowed us to rapidly establish a postal NSP service



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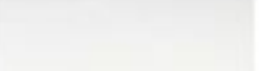
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ALL EQUIPMENT ANCILLARY BARRELS NEEDLE TIPS SYRINGES FILTERS TESTING KITS

WANT TO ORDER NALOXONE? COMPLETE OUR ONLINE TAKE-HOME NALOXONE COURSE

Completion of the course is now a requirement for all naloxone orders. Orders will be cross-referenced for certification. Your order will not be fulfilled unless you have completed the course.

[Access our online Naloxone course here](#)

| | | | | |
|---|---|---|---|---|
|  |  |  |  |  |
| Donate to NUAA | Alcohol Swabs | Barrels (1ml, 3ml, 5ml) | Barrels (10ml) | Barrels (10ml) - Cost Recovery |
| \$5.00 | \$0.00 | \$0.00 | \$0.00 | \$0.20 |
|  |  |  |  |  |
| Barrels (10ml) - Pay it Forward | Barrels (20ml) | Barrels (20ml) - Cost Recovery | Barrels (20ml) - Pay it Forward | BD |
| \$0.40 | \$0.00 | \$0.20 | \$0.40 | \$0.00 |
|  |  |  |  |  |

Today, the postal service accounts for **>50%** of our NSP Distribution

Total NUAA NSP distribution 23-24
674,753 units



Postal THN

- Shortly after the establishment of postal NSP, a then NUAA Board member, Dr. Rob Page, facilitated a discussion with a local pharmacy participating in the Commonwealth naloxone program and the postal service started distributing naloxone on behalf of this pharmacy.
- This method of distribution was successful and further discussion with the NSW THN working group led to the NUAA postal service becoming part of the NSW NGO THN program. This program allows peers to train service users and distribute naloxone.



Evaluation Overview

- Postal naloxone via the NSW NGO program commenced in 2022.
- The first ten months of service were evaluated
- 98 participants completed the survey
- Evaluation methodology has previously been presented at APSAD by Dr. Sunjic

Key Findings

- 48% of service users were women
- 37% were from regional or rural locations.
- Motivators for using the postal service included greater accessibility and convenience (especially for regional and rural participants), greater confidentiality, and reduced stigma.
- High levels of satisfaction with the service from service users
- High levels of confidence that they could respond to a suspected overdose.

Evaluation

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Postal Service Evaluation

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Postal THN is reaching new people

- 60% had not previously done a THN intervention
- The pilot project had a high proportion of women (48%)
- High proportion of people (37%) from regional/remote locations accessed the service
- Relatively young cohort of service users
- 18% aged 26 – 30 years; 31% aged 31 – 40 years; 19% aged 41 – 50 years
- Most people accessing the service (94%) were very confident in using THN in the event of a suspected overdose
- Overall, 90% were ‘very satisfied’ and 7% ‘somewhat satisfied’ with the online service, and 98% indicated they would recommend the service a friend

Feedback

FROM OUR – AMAZING – SERVICE USERS

“I’d go to a pharmacy in the city and they would either look at me blankly, like I don’t know what you’re even referring to, or no, no, we don’t have that here...happened maybe six times.”

“I’m in a rural area and I am an ex-user....it’s more convenient in a rural setting to have it posted out. It’s much more accessible than going to a pharmacy....I don’t think we have much of a face to face service that would provide that kind of thing where I live in this area.”

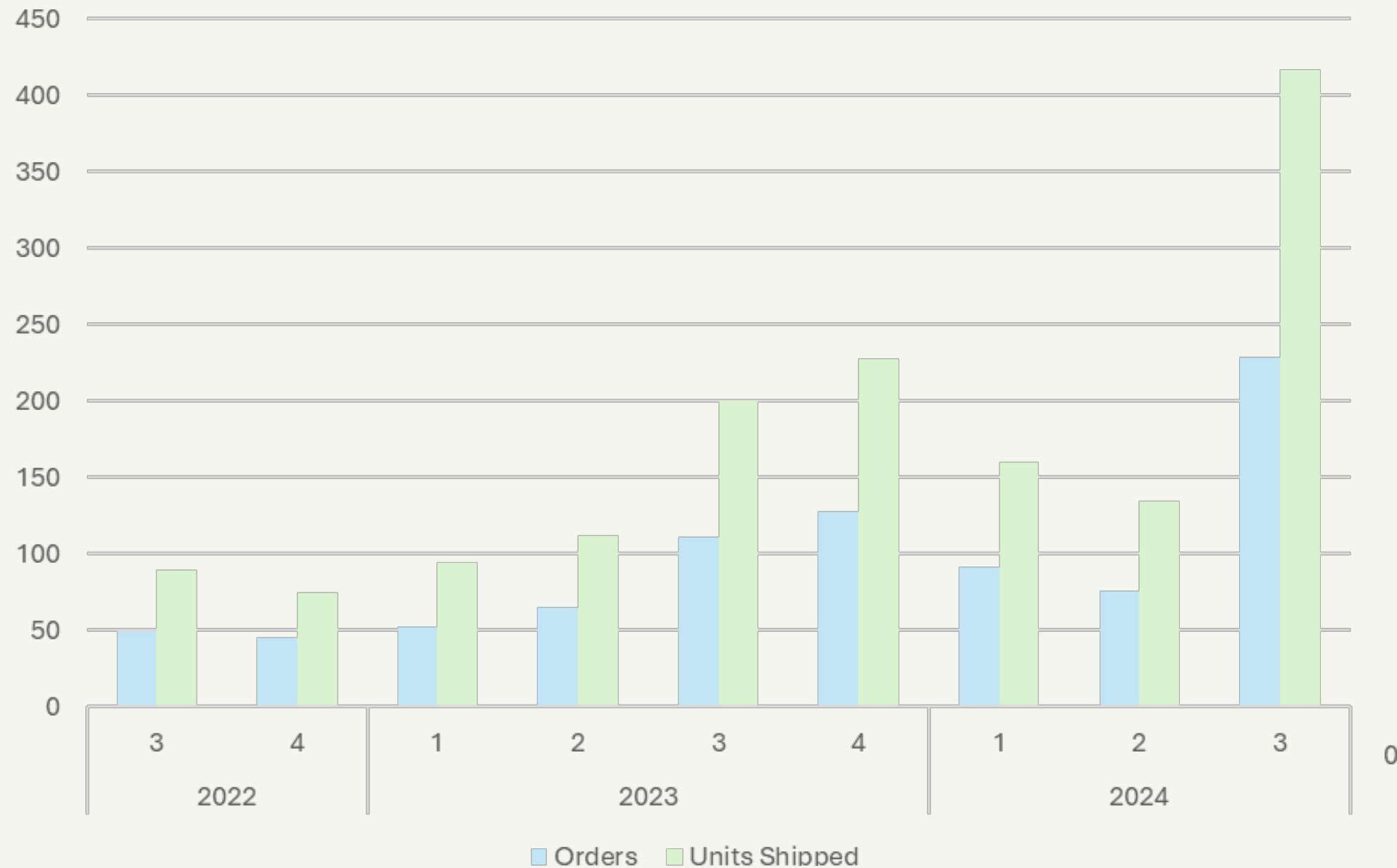
“I wouldn’t have felt comfortable going anywhere local....and it really is (NUAA) somewhere I trust.”

Limitations/Issues

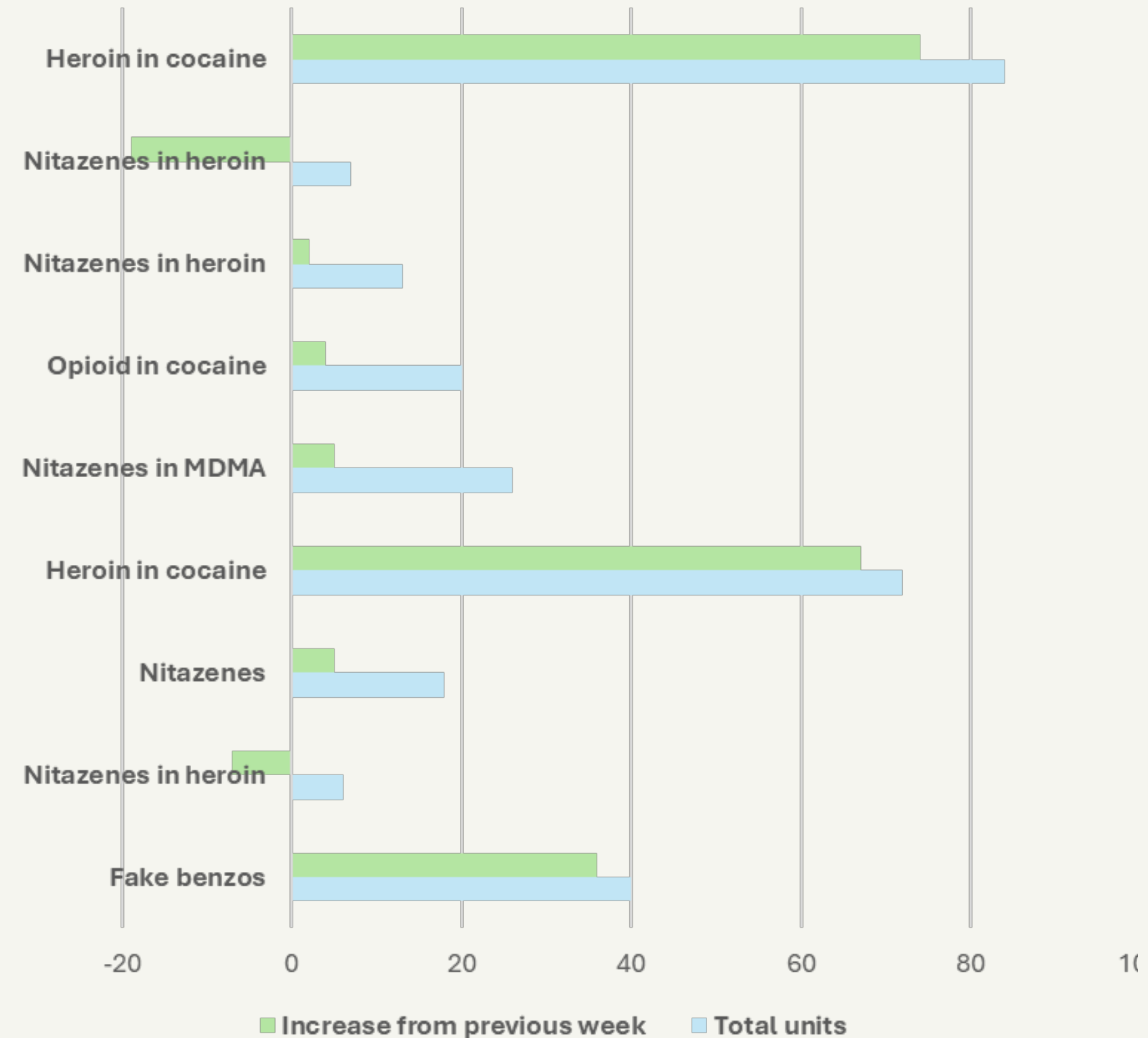
- Of the 295 people who initially registered for the course, only 95 completed. We have investigated this issue and developed a new infrastructure to better support learning of service users.
- Postals have been person dependent (thank you Alain our amazing NSP worker), we have now trained more staff members in the process.
- Work has been unfunded in the past, we now have some Ministry funding to deliver this service

How are we doing now?

Naloxone Orders and Units Shipped
NUAA Postal Naloxone Service



Naloxone orders post drug alerts



Watch this space!

- NUAA's DanceWize NSW program is now distributing naloxone at music festivals via the NGO program – 57 units were distributed at Dragon Dreaming with members of NSW Police trained
- NUAA's network of 25 Peer Distributors – volunteers who work across regional and rural NSW doing peer education and NSP distribution in their networks have now all been trained in the NSW NGO program!



Thank you

www.nuaa.org.au

www.usersnews.org.au

www.dancewizensw.org.au

