

# **Phase 1B COVID-19 Vaccine Roll-out through Primary Care Providers**

## **ONBOARDING PACK**

MARCH 2021

Dear COVID-19 vaccination partners

Rolling out the COVID-19 vaccine is one of the greatest logistical challenges in Australia's history.

To ensure everyone in Australia has access to COVID-19 vaccines, [Australia's COVID-19 Vaccine National Roll-out Strategy](#) is underpinned by multiple parts of the health system working together to contribute to the vaccination effort.

The primary care sector will play a crucial role in partnering with the Australian, State and Territory Governments to ensure access to the COVID-19 vaccine across Australia, with the success of the national roll-out strengthened by the commitment of primary care providers supporting the national vaccination effort and their local communities.

This Onboarding Pack is intended to provide clear guidance on the operational and functional arrangements in place for the Australian COVID-19 Vaccine Roll-out Program (the Program). It contains:

- the next steps to be undertaken to finalise your acceptance into the Program;
- what you can do to prepare your practice to commence vaccinating your local community;
- guidance on the national vaccination roadmap; and
- details on Program processes and reporting requirements.

Whilst this pack is intended to provide as much detail as possible, processes and resources may be updated from time to time. Any changes will be passed on to you.

Primary health networks (PHNs) are key partners with the Australian Government to assist with the roll-out in their regions. If you have any questions or concerns and are unsure who to contact, please contact your local PHN directly.

Thank you again



Dr Brendan Murphy  
Secretary  
Commonwealth Department of Health

# PRIMARY CARE VACCINATION PLAN

Australia's COVID-19  
Vaccine Roadmap

Australia's National Roll-out Strategy is underpinned by multiple parts of the health system working together to contribute to the vaccination effort.

General practices, along with General Practitioner led Respiratory Clinics (GPRCs), Aboriginal Community Controlled Health Services (ACCHS) and community pharmacies will form the primary care vaccination plan from Phase 1b.

All eligible practices will receive onboarding guidance that steps out the operational and administrative requirements for participation in the COVID-19 Vaccination Program.



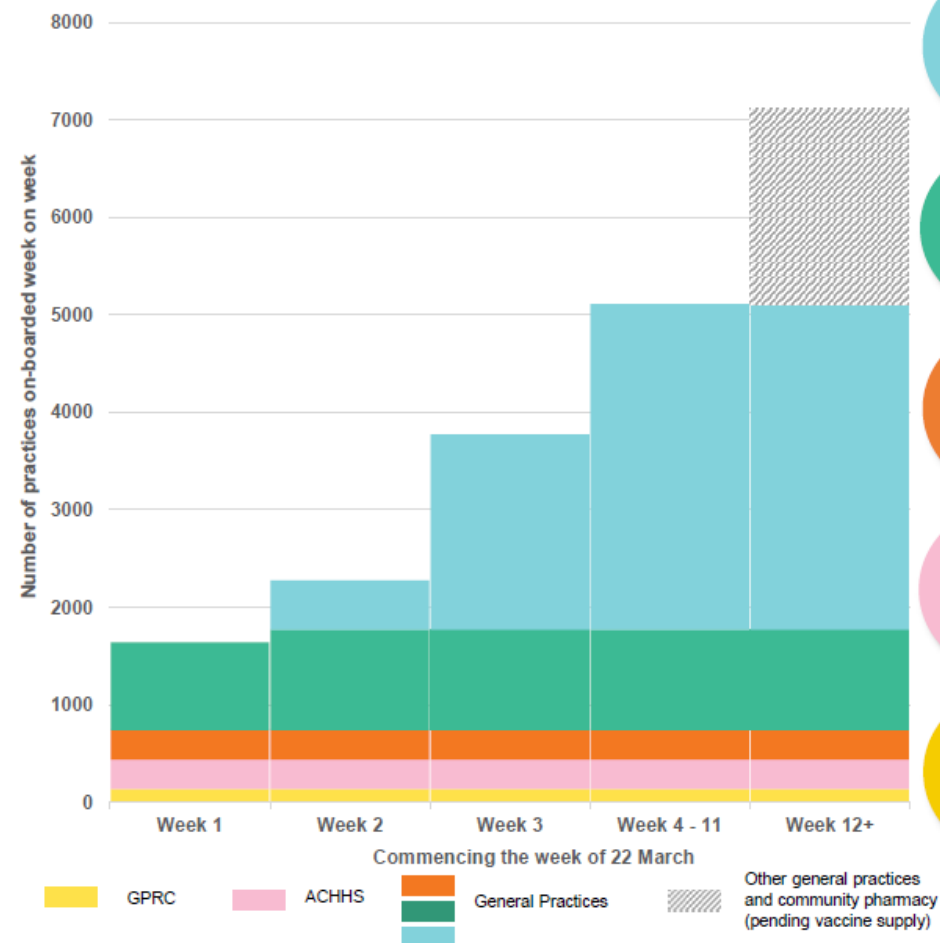
There will be a rapid expansion of participating practices in the first 4 weeks to quickly establish a broad national footprint.



Timing of commencement for each practice will be staggered based on vaccine supply.



Tiered dose allocations are based on geographic distribution, density of 1b priority populations and practice size and capacity.



~3400  
general  
practices will  
receive  
50  
doses p/wk

~1000  
general  
practices will  
receive  
100  
doses p/wk

~300  
general  
practices will  
receive  
400  
doses p/wk

~300  
ACCHS sites  
will participate

~130  
GPRCs will  
participate

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# 1. PRACTICE REGISTRATION



## GUIDANCE

A centralised **COVID-19 vaccine stock management portal** has been developed to manage all logistical elements of the roll-out, and allow a point in time view of the COVID-19 vaccines across the delivery chain. This includes receipt of the vaccine stock at sites, vaccination of patients, and subsequent monitoring for adverse reaction.

To formalise your participation in the roll-out you must first **register** to obtain access to the portal.

From **10 March 2021**, practices can go to the Online Portal to create a practice account and register for the program.

## TO DO

- Go to the online portal to Register your practice and complete the online AstraZeneca (AZ) Vaccination Site Readiness Checklist and Declaration Form.

## LINKS

[Online portal](https://health.gov.au/cvas) at [health.gov.au/cvas](https://health.gov.au/cvas)

Opens **10 March 2021**

## Registration

To complete the registration process, you will need the following:

1. Your 8 character '**Cohort Registration Code**'. This code is contained within the attached letter and is specific to the week you are scheduled to commence.
2. Your unique '**Site Registration Code**'. All sites will receive this code via an email from [no-reply@cvas-mail.health.gov.au](mailto:no-reply@cvas-mail.health.gov.au). This email will also include a prompter to go to the online portal.

Week 1 sites will receive an email shortly containing their Site Registration Code, with week 2-4 cohorts receiving it in the coming weeks in line with the staggered commencement.

### To register with the Online Portal.

- Follow the link within your site registration code email and enter in your Cohort Registration Code and Site Registration code.
- You will then be prompted to create a password and confirm your practice details. These details have been pre-populated from your application.
- You will be asked to provide additional information that will be used to link your practice to all other components of the roll-out – including to your booking systems and stock delivery.
- You will be prompted to complete the **AstraZeneca (AZ) Vaccination Site Readiness Checklist and Declaration**. Once you have completed the declaration, you are registered to participate in the program and can access the order forms.

All details provided to the Department will be used for the purposes of administering the COVID-19 Vaccine Roll-out Program, and will be managed consistent with obligations under the *Privacy Act 1988*. Your details may be disclosed to other entities, such as state and territory government agencies or contracted third parties, if it is necessary for the monitoring and surveillance of COVID-19 vaccines.

## 2. TRAINING



### GUIDANCE

#### COVID-19 Vaccination Training

In order to administer vaccines, each health professional involved in the administration of COVID-19 vaccines is required to:

- be authorised to administer vaccinations in their relevant state and territory;
- have completed all necessary immunisation training/qualifications; and
- have completed the COVID-19 Vaccination Training Program, including the AstraZeneca module.

The training is categorised into two groups, Core and Additional.

Core modules include training for COVID-19 vaccination more broadly.

Additional modules are specific to individual vaccine types. General practices will be administering the AZ vaccine as part of Phase 1b.

Non-clinical modules are also available and provide guidance on handling, storage and communication.

All training is delivered on an e-learning platform at no cost, and does not need to be completed in a single sitting. Users can save their progress and return to complete the relevant modules at a time that suits.

Once all relevant modules are completed each participant will receive a certificate as proof of completion.

All vaccine administrators **must** complete the training before the roll-out at their site, and **each site is required to maintain a record of completion** for all practitioners at their site.

### TO DO

- Organise for all staff involved in administering the vaccine to register for, and complete, the COVID-19 Vaccination Training Program and record their completion.

### LINKS

You can access the training at [covid19vaccinationtraining.org.au](https://covid19vaccinationtraining.org.au).

More information on the COVID-19 Vaccination Training Program can be found on the Department's [website](#).

### KEY CONTACTS

If you have any issues completing the training, there is a **pop up web chat box in the bottom right hand corner of the screen**.

The web chat is staffed from 8am-6pm EST Monday to Friday.

### 3. ONLINE SERVICES



#### GUIDANCE

##### Australian Immunisation Register

It is mandatory under the *Australian Immunisation Register Act 2015* to report all COVID-vaccine encounters to the Australian Immunisation Register (AIR).

Medical practitioners, midwives and nurse practitioners with a Medicare provider number are automatically recognised as vaccination providers and authorised to record or get immunisation data from the AIR.

COVID-19 vaccine encounters should be uploaded into AIR at the time of administration (including the patient's individual Medicare reference number), or as soon as possible, to ensure consumer immunisation information is up to date.

The ways to report a vaccination to the AIR include:

- Practice management or clinical software **integrated with AIR** (see below list);
- The Australian Digital Health Agency's Clinician Vaccine Integrated Platform (**CVIP**) free app;
- AIR site accessed via Health Professional Online Services (**HPOS**)

Contact your software provider to check if your existing software will report COVID-19 vaccinations to the AIR.

A large number of practice management or clinical software products already integrate with Services Australia to report to the AIR. A full list is available on the [Services Australia website](#). See below for the most commonly used software systems:

- Best Practice (Bp Premier)
- MedicalDirector (PracSoft)
- MedAdvisor (MedAdvisory PlusOne)
- Zedmed (Zedmed Office)
- Guildlink Pty Ltd (Guildcare)
- Communicate Systems (Communicare)
- MedTech(MedTech32)
- Genie (Genie)
- MediFlex Pty Ltd (MediFLex)
- MediRecords Pty
- MMEx

#### TO DO

- Check with your medical software provider if you can automatically report to AIR, and if an update to your software is required.
- Check your provider numbers in HPOS to make sure you have one for the practice you'll provide COVID-19 vaccinations from.

#### LINKS

Visit here for more information on the [Australian Immunisation Register](#).

Find out how to [manage your provider details](#) using Health Professional Online Services.

#### KEY CONTACTS

You can manage your details through [Health Professional Online Services \(HPOS\)](#) by following the link above or by calling Services Australia on 1800 653 809.

## PRODA or Provider Digital Access

PRODA is an authentication tool used by Services Australia to allow individuals and organisations to interact with their system.

You and staff within your practice will need to apply for a PRODA account to enable reporting to AIR **if you are reporting via:**

- The Australian Digital Health Agency's Clinician Vaccine Integrated Platform (CVIP) free application
- AIR site accessed via Health Professional Online Services (HPOS).

Administrative or nursing staff reporting COVID-19 vaccinations to the AIR via these platforms, should have their own PRODA individual account.

If your practice is using a clinical information system or practice management software that integrates with AIR, ensure you check with your software provider to confirm if you will require a PRODA account.

Patient data collected through AIR will be managed consistent with the *Privacy Act 1988*, and the Australian Immunisation Register. Further information is available on the [Department's website](#).

## Updating your Details with Medicare

Your existing Medicare provider number is used to report COVID-19 vaccinations to the AIR.

General Practitioners working in a new location will need to create a new provider number with Services Australia.

The address used to order COVID-19 vaccines to your clinic needs to match your provider number address to ensure proper linkage within the COVID-19 vaccine data software. Provider number details can be managed through HPOS.

## TO DO

- ❑ Check with your software provider if you need a PRODA account
- ❑ Apply for a PRODA account, if you need to (see guidance)
- ❑ Update your provider number details with Medicare via HPOS

## LINKS

Create a new [PRODA account](#).

Apply for a new [Medicare provider number](#).

## KEY CONTACTS

For PRODA support you can call 1800 700 199 Monday to Friday, 8 am to 10 pm local time or email [ebusiness@servicesaustralia.gov.au](mailto:ebusiness@servicesaustralia.gov.au).

For further information on The Australian Digital Health Agency's Clinician Vaccine Integrated Platform (CVIP) free app, email [COVID19Platform@digitalhealth.gov.au](mailto:COVID19Platform@digitalhealth.gov.au).



## 4. VACCINE INFORMATION & BOOKING SERVICE



### GUIDANCE

The COVID-19 Vaccination Information and Booking Service is based on the existing National Health Services Directory (NHSD), operated by Healthdirect Australia on behalf of the Department of Health. It will provide 'one front door' where people can check their eligibility and find out where to get a COVID-19 vaccine, with links to clinics offering vaccine appointments.

**All** approved COVID-19 vaccination clinics **must** be listed on the NHSD to ensure timely and transparent access for consumers, and should accept bookings from all eligible people.

If you have an online booking system that you intend to use to manage patients for COVID-19 vaccinations, Healthdirect, will work directly with the booking service to ensure your booking profile is integrated. Practices do not need to change their existing booking process (ie, can use telephone, online etc). Your patients can still phone your practice and book in for their vaccination or register in your online booking as usual.

**You do not need to contact NHSD or Healthdirect.** The practice information received through the registration process will be provided to Healthdirect, and they will contact your vendor directly to enable this to occur.

If you don't have an existing online booking system, the Department of Health is developing a non-mandatory booking system that can be used by interested practices. The booking system will integrate with the NHSD, have functionality for patients to book both doses at the same time, and facilitate patient recall and re-bookings. The booking system will not be able to integrate with your patient data management system.

### TO DO

- ☐ Nominate your booking system of choice when you register for the [online portal](#).

### LINKS

Visit the [Coronavirus Hotline](#) for links to advice and frequently asked questions.

### KEY CONTACTS

Healthdirect will facilitate the integration of your booking system with the NHSD with your provider directly.

You can send any questions on the Commonwealth booking systems to [digital.CV19@Health.gov.au](mailto:digital.CV19@Health.gov.au)

## 5. PAYMENTS



### GUIDANCE

#### MBS COVID-19 suitability assessment vaccine items

Sixteen new temporary *MBS COVID-19 vaccine suitability assessment items* have been introduced, categorised by:

- Practitioner (GP/Medical Practitioner);
- Location (metropolitan/non-metropolitan);
- Time Period (business/after hours); and
- Dose (first dose/second dose).

For the purposes of claiming an MBS item, it is the responsibility of treating practitioners to use their professional judgment to determine the most clinically appropriate services to provide, and to ensure that any services billed to Medicare fully meet the eligibility requirements outlined in the legislation.

#### Practice Incentives Program (PIP) Payments

The Practice Incentives Program (PIP) encourages general practices to continue providing quality care, enhance capacity, and improve access and health outcomes for patients.

Accredited practices that have joined the PIP are eligible to participate in the PIP COVID-19 Vaccine Incentive. The payment is set at \$10 per eligible patient that has completed **both** (two) *COVID-19 vaccine suitability assessment services* for the same patient in a clinically appropriate timeframe (payable only once per patient).

Once a practice has joined the PIP, there is no separate registration process attached to the COVID-19 Vaccine Incentive – payments will be made automatically.

Practices are reminded to ensure that their General Practitioners providing assessment services are linked to the practice registered for the PIP.

### TO DO

- Familiarise yourself with the COVID-19 MBS items – you can access the factsheet [here](#).
- To obtain the relevant PIP payment, ensure your General Practitioners are linked to your practice.

### LINKS

Go to the Services Australia website for advice on how to:

- [Apply for the PIP](#)
- [Update your GP details](#)

### KEY CONTACTS

For information relating to Medicare claiming, payments, or obtaining a provider number, go to the [Services Australia](#) website or call **13 21 50**.

Providers seeking advice on interpretation of the MBS items and rules and the Health Insurance Act and associated regulations can contact the Department of Health at [askMBS@health.gov.au](mailto:askMBS@health.gov.au).

## 6. ELIGIBILITY AND CLINICAL CONSIDERATIONS



### GUIDANCE

There is significant demand for safe and effective vaccines to end the COVID-19 pandemic. As vaccines become available, they are prioritised for people in higher risk groups.

Priority groups have been identified using public health, medical and epidemiological evidence, including expert advice from the Australian Technical Advisory Group on Immunisation (ATAGI). This advice is consistent with the World Health Organisation.

This includes people that would be at higher risk of serious illness if they contracted COVID-19, and those most likely to be exposed to it.

ATAGI has developed a number of guidance documents to assist vaccine providers to make clinical decisions on who should receive the vaccine.

#### Patient Eligibility

Practices should only book patients who meet the eligibility for each phase of the roll-out.

Phase 1b priority population groups include:

- people 70 years of age or older;
- health care workers;
- Aboriginal and Torres Strait Islander adults over 55 years;
- Younger people with an underlying medical condition, including people with a disability; and
- critical and high risk workers, including Australian Government officials about to be deployed overseas on official government business.

**Please note:** People who are not eligible for Medicare can still receive a free COVID-19 vaccination service at a General Practitioner led Respiratory Clinic or at a state or territory vaccination clinic.

### RESOURCES

- The [Australian Government's Roll-out Strategy](#) details the phases in which the vaccine will be available.
- ATAGI has developed [clinical guidance on use of COVID-19 vaccine in Australia in 2021](#).
- Practices should be familiar with the [Australian Immunisation Handbook](#); and the
- National Vaccine Storage Guidelines - [Strive for 5](#)

### LINKS

Product and Consumer Medicine Information on COVID-19 Vaccine - [AstraZeneca](#)

Visit the COVID-19 Vaccine [Eligibility checker](#)

ATAGI has developed a number of resources to assist Clinicians to make clinical judgements about eligibility.

Further resources to assist with assessment, management and specialist requests for patient conditions are available in the HealthPathways online manual.

### Proof of eligibility

Patients will need to prove their eligibility to receive the COVID-19 vaccine to receive the vaccine in Phase 1b.

Individuals and health professionals can use the [COVID-19 vaccine eligibility checker](#) to see if an individual is eligible to receive a COVID-19 vaccine. The eligibility checker will be updated as further information is provided.

Practices should:

- Confirm that proof of eligibility meets one of the accepted types for the first dose (not required for the second dose as long as the first dose is registered in AIR);
- Make a simple record of proof provided.

If a patient does not have proof of their underlying medical condition, they may complete a **Phase 1b declaration form**. This form will be available from the [Department's website](#).

## RESOURCES

- There are a number of things patients who are not eligible for Phase 1b can do to [get ready for vaccination](#).

Clinicians should be familiar with ATAGI decision guides for:

- [Pregnant and breast feeding women](#); and
- [Frail older people](#).
- A COVID-19 vaccination HealthPathways resource can be accessed by contacting your [regional HealthPathways team](#).

## LINKS

- Patients can obtain proof of vaccination through their [Medicare immunisation history](#) through myGov, or by calling Medicare on **1800 653 809**.

The table below provides examples of appropriate types of proof per population group:

Healthcare Workers not included in Phase 1a	Proof of occupation (ID card, letter from employer) or Phase 1B Declaration Form
Critical and high risk workers	Proof of occupation (ID card, letter from employer) or Phase 1B Declaration Form
People over 70 years	All standard forms of identification (drivers licence, passport) will be accepted
Aboriginal and Torres Strait Islanders over 55 years	Self-identification as an Aboriginal and/or Torres Strait Islander Person (remember to ask the question)
People over 18 years with an underlying medical condition, including disability	Medical records (for example, a clinic record, MyHealth Record, printout of chronic disease plan); a referral from a GP or treating specialist; or a Phase 1B Declaration Form
Carers and disability workers	Carers documentation or proof of occupation (ID card or letter from employer/centre-based support provider); or a Phase 1B Declaration Form

The tables below provides further guidance on specific underlying medical conditions which are eligible under Phase 1b. This guidance may change and will be updated on the [Departments website](#).

Conditions	Notes
<b>Immunocompromising conditions</b>	
Solid organ transplant recipients who are on immune suppressive therapy	
Bone marrow transplant or on chimeric antigen receptor T-cell (CAR-T) therapy	
Haematological diseases or cancers	<b>Including</b> leukaemia, lymphoma, or myeloma
Non-haematological cancer	Diagnosed in the last 12 months, or currently receiving therapy, or not in remission
Those on immune suppressive therapy for graft versus host disease	
Those undergoing chemotherapy or radiotherapy	
Chronic inflammatory conditions and treatments	<b>Including:</b> Systemic Lupus Erythematosus, Rheumatoid Arthritis, Crohn's disease, ulcerative colitis, and similar who have been treated with Disease modifying anti-rheumatic drugs (DMARDs) or immune-suppressive therapy. <b>Generally not inclusive</b> of people living with osteoarthritis, fibromyalgia, myalgic encephalomyelitis/chronic fatigue syndrome.
Primary or acquired immunodeficiency	<b>Including</b> congenital causes of immunodeficiency and HIV/AIDS
<b>Other underlying conditions</b>	
Chronic renal (kidney) failure with a eGFR of <44mL/min	<b>Does not include</b> mild-moderate chronic kidney disease
Heart disease	<b>Including</b> Ischaemic heart disease, valvular heart disease, cardiomyopathies and pulmonary hypertension
Chronic lung disease	<b>Including</b> of Chronic Obstructive Pulmonary Disease, cystic fibrosis, interstitial lung disease. <b>Does not include</b> Mild or moderate asthma
Diabetes	
Severe obesity with a BMI $\geq 40\text{kg/m}^2$	
Chronic liver disease	
Some neurological conditions	<b>Including</b> of Stroke, dementia, Multiple sclerosis, motor neurone disease, Parkinson's disease, cerebral palsy. Generally not inclusive of migraine or cluster headaches
Poorly controlled blood pressure (defined as two or more pharmacologic agents for blood pressure control, regardless of recent readings)	

## Proof of vaccination

Consumers can get an immunisation history statement to prove their vaccination status through:

- Medicare Online account
- Medicare Express Plus app
- myGov
- My Health Record.

They can also request their immunisation history by phoning Services Australia. Healthcare providers can also print immunisation history statements on behalf of their patient.

Practices will also be provided with a supply of **COVID-19 Vaccination Appointment Cards** that can be filled out at the time of vaccination and provided to patients. These cards will be delivered together with vaccine stocks.



## GUIDANCE

### Consent

As with all vaccines, informed consent is required before administering each COVID-19 vaccine dose and providers are required to document it in a patient's medical record. Verbal or written consent is acceptable.

Patients are to be advised that their vaccination details must be reported to the Australian Immunisation Register. This will include some [personal information](#). For the COVID-19 vaccine, the Australian Government Department of Health will use de-identified immunisation information to report on how the vaccine rollout is progressing.

ATAGI have published an immunisation provider guide to obtaining information consent for the COVID-19 vaccine. This guide assists immunisation providers to gain consent for COVID-19 vaccination and answers some frequently asked clinical questions.

An **optional** written consent form has been developed as an aid for those providers who choose to use it.

### Adverse Events

Where a patient experiences an adverse event following the administration of the COVID-19 vaccine, these must be reported and standard adverse event reporting practices and processes should be followed. This includes reporting to the Therapeutic Goods Administration (TGA), as well as any relevant jurisdiction reporting requirements.

More information about the possible side effects of COVID-19 vaccines are available on the [Health Direct website](#) or in the AstraZeneca [Consumer Medicine Information](#).

## RESOURCES

- ATAGI has developed a [Guide to obtaining informed consent](#).
- See the [optional written consent form](#).
- Know how to manage and report an [adverse event following immunisation](#) (AEFI)

## CONTACT DETAILS

Vaccination providers can report an AEFI or a defect with a vaccine by contacting the TGA on **1800 020 653**

You should also report AEFIs to State and Territory contacts:

- **ACT:** ACT Health Department 02 6205 2300
- **NSW:** 1300 066 055 (to connect to your local public health unit)
- **NT:** NT Department of Health 08 8922 8044
- **Qld:** Queensland Health 07 3328 9888, or complete an AEFI initial report form on the [Queensland Health website](#)
- **SA:** Immunisation Section, Department of Health 1300 232 272
- **Tas.:** submit a [AEFI form](#) to [tas.aefi@health.tas.gov.au](mailto:tas.aefi@health.tas.gov.au) or call 1800 671 738
- **Vic.:** SAEFVIC 03 9345 4143 or the [SAEFVIC website](#)
- **WA:** WAVSSS 08 9321 1312



## 7. STOCK MANAGEMENT



### GUIDANCE

In the initial weeks of Phase 1b, there will be a limited amount of vaccine stock available.

The Australian Government Department of Health has undertaken comprehensive modelling to efficiently and equitably manage the distribution of vaccine across the country.

Stock control measures will be put in place with tiered caps on allocation based on estimated throughput and priority population distribution and reach. The maximum allocation provided to each site may be reviewed as vaccine availability expands and supply stabilises.

Clinics should consider arranging bookings to allow a period of flexibility around vaccine delivery. For example, by not booking appointments that rely on new stock within 48 hours of anticipated delivery.

### YOU DO NOT NEED TO HOLD BACK STOCK FOR THE SECOND DOSE.

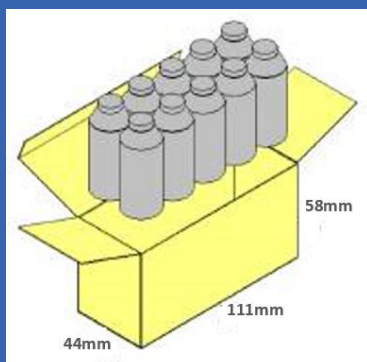
#### Online Stock Management Portal

The online stock management portal will support sites to manage their vaccine stocks. The portal will also provide the Department with end-to-end visibility of vaccine stock. All forms referred to in this section are accessed through the online stock management portal.

In addition to the detail provided below, the Department may provide further information to practices on stock ordering, acceptance and management as it becomes available.

The Vaccine Operations Centre is the central point of contact within the Department of Health to assist you with operational components of the COVID-19 vaccine roll-out.

#### VIAL DIMENSIONS



Each box contains  
10 vials.

Each vial contains  
10 doses.

Box Dimensions  
(L x W x H)

111 x 44 x 58 (mm)

#### KEY CONTACTS

##### Vaccine Operations Centre (VOC)

Phone:

**1800 318 308**

Email:

[COVID19VaccineOperationsCentre@health.gov.au](mailto:COVID19VaccineOperationsCentre@health.gov.au)

The VOC hours of operation are  
between 7am to 10pm (AEST)

## ORDERING STOCK

The Department has allocated a maximum weekly allocation per site (details of your allocation is included within your letter).

Sites will be able to place orders via an **Online Order Form** up to their maximum allocation (minimum of 100 doses to be ordered at a time) via the online portal once a week. Orders will need to include a point of contact for delivery acceptance and notifications.

Orders should be placed **14 calendar days in advance of the requested delivery date**. Orders for the first three weeks will be limited to your allocated vaccine cap, and you should place your first order as soon as possible to ensure timely delivery.

Orders can be changed or cancelled through the online portal up to 7 days in advance of the requested delivery date. If you wish to make a change within this timeframe, you will need to contact the VOC on 1800 318 308.

Sites will receive an order confirmation, including of the confirmed delivery date.

The amount of vaccine delivered may differ from the amount ordered based on vaccine availability – however you should receive sufficient warning to manage your bookings.

## ACCEPTING STOCK

Sites will need to complete an online **Stock Acceptance Form** via the online portal when taking delivery of the AZ vaccine. Forms must be submitted by 9pm on the day of delivery.

When undertaking the acceptance process, you will need to:

- Check the package for signs of damage or tampering;
- Check the temperature logger for indications of cold chain breach; and
- Visually inspect the internal contents of the package (AZ vaccine is colourless to slightly brown, clear to slightly opaque and should not contain visible particles).

If there is an issue with the delivery, sites will need to contact the VOC on 1800 318 308 **immediately (within 2 hours of delivery)**.

## CONSUMABLES

The Australian Government will provide vaccine administration products to practices in line with the number of AstraZeneca doses delivered. These will be provided at the same time as your vaccine and includes:

- 3mL syringes;
- 25mm needles (appropriate for most adults); and
- Sharps waste disposal bins.

If you have trouble obtaining additional ancillary consumables, contact the VOC to discuss as there may be available stock that can be ordered.



## MANAGING STOCK

To ensure vaccine stock is appropriately managed and accurate reporting is available to support the COVID-19 vaccine roll-out program, sites will be required to report stock levels to the VOC via the online portal.

The ***Vaccine Stock Management Form*** should be **completed weekly** and captures:

- details of stock on-hand
- the number of doses administered to patients during the day; and
- any wastage of doses from the stock.

Given the significance of the COVID-19 Vaccine Program, regular reporting will help to inform equitable vaccine distribution plans and to monitor population engagement. The Australian population is also very interested in the progress of the vaccine roll-out including accurate details on the numbers of people vaccinated and availability of vaccines throughout the supply chain.

**It is critical that cold-chain storage and handling requirements for the Vaccines are maintained at all times and are not breached during the stocktake process.**

## WASTAGE

Practices should take all necessary steps to minimise stock wastage.

Wastage could occur through multiple situations:

- doses left over at the end of the day (note – bookings should be planned to maximise full use of multi-dose vials);
- damaged vials; or a
- potential/actual cold chain breach.

A **cold chain breach** could occur during stock acceptance, stock management or on-site day-to-day. Any stock believed to be affected by a cold chain **breach should be immediately quarantined in 2-8°C refrigeration**, and the VOC should be notified. The VOC will provide advice on the use of the stock following receipt of the incident details.

A ***Vaccine Wastage Report*** has been developed to capture any wastage incident that exceeds more than 5 vials at one time (wastage threshold).

In the event of a potential or actual wastage incident that exceeds the threshold (5 or more vials at a time), sites need to contact the VOC as soon as possible, and complete the *Vaccine Wastage Report* within 2 hours of the incident.

The Department may be able to replace the damaged stock based on availability of stock and the individual circumstances for the wastage incident.

## 8. Appendix A – key contacts

### Australian Government Department of Health

Vaccine Operations Centre (VOC): 1800 318 308 or email  
[COVID19VaccineOperationsCentre@health.gov.au](mailto:COVID19VaccineOperationsCentre@health.gov.au)

**Note:** The VOC hours of operation are between 7am to 10pm (AEST)

Health Professional Online Services: 1800 653 809

Australian Digital Health Agency Clinician Vaccine Integrated Platform (CVIP):  
[COVID19Platform@digitalhealth.gov.au](mailto:COVID19Platform@digitalhealth.gov.au)

MBS and Health Insurance Act: [askMBS@health.gov.au](mailto:askMBS@health.gov.au)

### Services Australia

Provider Enquiry Line: 13 21 50

PRODA support: 1800 700 199 or email [ebusiness@servicesaustralia.gov.au](mailto:ebusiness@servicesaustralia.gov.au)

**Therapeutic Goods Administration:** 1800 020 653

### State and Territory health departments – adverse effects reporting

- **ACT:** ACT Health Department 02 6205 2300
- **NSW:** 1300 066 055 (to connect to your local public health unit)
- **NT:** NT Department of Health 08 8922 8044
- **QLD:** Queensland Health 07 3328 9888, or complete an AEFI initial report form on the [Queensland Health website](#)
- **SA:** Immunisation Section, Department of Health 1300 232 272
- **Tas.:** report direct to the TGA 1800 020 653
- **Vic.:** SAEFVIC 03 9345 4143 or the [SAEFVIC website](#)
- **WA:** WAVSSS 08 9321 1312

## 9. Appendix B – resources



### Australian Government Department of Health

Australia's COVID-19 Vaccine strategy

- <https://www.health.gov.au/resources/publications/covid-19-vaccination-australias-covid-19-vaccine-national-roll-out-strategy>

Adverse events

- <https://www.health.gov.au/health-topics/immunisation/health-professionals/reporting-and-managing-adverse-vaccination-events>

ATAGI immunisation provider guide

- [www.health.gov.au/resources/publications/covid-19-vaccination-atagi-immunisation-provider-guide-to-obtaining-informed-consent-for-covid-19-vaccine](http://www.health.gov.au/resources/publications/covid-19-vaccination-atagi-immunisation-provider-guide-to-obtaining-informed-consent-for-covid-19-vaccine).

ATAGI clinical guidance

- [https://www.health.gov.au/sites/default/files/documents/2021/02/covid-19-vaccination-atagi-clinical-guidance-on-covid-19-vaccine-in-australia-in-2021\\_0.pdf](https://www.health.gov.au/sites/default/files/documents/2021/02/covid-19-vaccination-atagi-clinical-guidance-on-covid-19-vaccine-in-australia-in-2021_0.pdf)

COVID-19 Vaccines

- <https://www.health.gov.au/initiatives-and-programs/covid-19-vaccines>

Consent

- [www.health.gov.au/resources/publications/covid-19-vaccination-consent-form-for-covid-19-vaccination](http://www.health.gov.au/resources/publications/covid-19-vaccination-consent-form-for-covid-19-vaccination)

Training

- [covid19vaccinationtraining.org.au](http://covid19vaccinationtraining.org.au)

COVID-19 Privacy Notice

- <https://www.health.gov.au/using-our-websites/privacy/privacy-notice-for-covid-19-vaccinations>

### Health Direct

Vaccine eligibility checker

- <https://covid-vaccine.healthdirect.gov.au/eligibility>

Product and Vaccine consumer information

- <https://www.ebs.tga.gov.au/ebs/picmi/picmirepository.nsf/pdf?OpenAgent&id=CP-2021-PI-01092-1&d=202102041016933>



### **Health Pathways**

- <https://www.healthpathwayscommunity.org/Homa/Access-to-HealthPathways>

### **Translation and Interpreting Service**

- <https://www.tisnational.gov.au/>

### **Services Australia**

Apply for the PIP

- <https://www.servicesaustralia.gov.au/organisations/health-professionals/services/medicare/practice-incentives-program/how-apply>

Australian Immunisation Register

- <https://www.servicesaustralia.gov.au/individuals/services/medicare/australian-immunisation-register>

Health Professional Online Services

- <https://www.servicesaustralia.gov.au/organisations/health-professionals/services/medicare/hpos/how-manage-your-details-hpos/using-hpos-messages>

Update your GP details

- <https://www.servicesaustralia.gov.au/organisations/health-professionals/forms/ip003>

Medicare Provider Numbers

- <https://www.servicesaustralia.gov.au/organisations/health-professionals/services/medicare/medicare-benefits-health-professionals/apply-provider-number-or-prescriber-number>

PRODA (Provider Digital Access) account

- <https://www.servicesaustralia.gov.au/organisations/business/services/proda-provider-digital-access>