

COVID-19 Vaccine Roll-out through General Practice

ONBOARDING PACK

28 MAY 2021 VERSION 3

This version of the Onboarding Pack replaces previous versions as it contains additional information as well as updated numbers and links.

Version 1 – 3 March 2021

Version 2 – 14 March 2021

Dear COVID-19 vaccination partners,

Rolling out COVID-19 vaccines 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 is playing a crucial role in partnering with the Australian, State and Territory Governments to ensure access to COVID-19 vaccines 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; 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

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Please note, ALL sections contain information that has been **UPDATED** or is **NEW**

1. PRACTICE REGISTRATION



GUIDANCE

UPDATED The **COVID-19 Vaccine Administrative System (CVAS)** has been developed to manage all logistical elements of the roll-out, and allow a point in time view of the COVID-19 vaccines across the delivery chain.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.

Practices can go to CVAS to create a practice account and register for the program.

You may receive emails from various areas within the Department, we recommend you save these email addresses to make sure you receive all important correspondence.

TO DO

- Follow the link in your site registration email to register your practice and complete the online [Site Readiness Checklist and Declaration Form](#).
- Save the below addresses as email contacts:
 - COVID19VaccineOperationsCentre@Health.gov.au
 - no-reply@cva-mail.health.gov.au
 - No-Reply.Vaccine@health.gov.au

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.
2. Your unique '**Site Registration Code**'. All sites will receive this code via an email from no-reply@cvas-mail.health.gov.au, which will also include a link for you to follow to access the online portal code submission page.

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.
- Complete the **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 Vaccination 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 relevant specific vaccine (AstraZeneca and/ or Pfizer) 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.

NEW Non-clinical modules are also available and provide guidance on handling, storage and communication. **It is strongly recommended that non-clinical staff, especially those who receive or handle vaccines, complete these modules.**

The 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 vaccines 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.

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](#).

UPDATED The web chat is staffed from 8:30am to 5pm 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 view immunisation data in 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 AIR has existing processes in place for reporting vaccinations for individuals who do not have an Individual Healthcare Identifier (IHI) or a Medicare number. If an individual does not have an Individual IHI or a Medicare number, vaccination providers should submit their vaccination information to the AIR using the individual's name, date of birth, gender and address.

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.

Many 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) | • MedTech(MedTech32) |
| • MedicalDirector (PracSoft) | • Genie (Genie) |
| • MedAdvisor (MedAdvisory PlusOne) | • MediRecords Pty MMEx |
| • Zedmed (Zedmed Office) | • MediFlex Pty Ltd (MediFLex) |
| • Guildlink Pty Ltd (Guildcare) | |
| • Communicate Systems (Communicare) | |

TO DO

- Check with your medical software provider if you can automatically report to AIR, and if an update to your software is required.
- GPs should check their provider numbers in HPOS to make sure they have one for your practice.

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.

GUIDANCE

NEW Please remember to **check each patient's medical history before administering a vaccine, including through the AIR, My Health Record and/or CVIP**. Individuals should receive two doses of the same vaccine and should not have received another vaccination within the last 14 days.

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 CVIP or through 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 the 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, 8am to 10pm local time or email 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.

4. COVID-19 VACCINE INFORMATION AND LOCATION SERVICE



GUIDANCE

UPDATED The COVID-19 Vaccine Information and Location Service includes the Eligibility Checker and the Vaccine Clinic Finder (VCF). These are operated by Healthdirect Australia on behalf of the Department of Health. The VCF is based on the existing National Health Services Directory (NHSD). It provides a '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 VCF to ensure timely and transparent access for consumers, and are encouraged to accept bookings from all eligible people where supply allows and demand exists.

You will be asked to provide the details you wish to have published on the clinic finder when you register in CVAS.

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 (i.e. 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.

NEW If appointments are not showing up on the Vaccine Clinic Finder but your booking provider is displayed, please contact your booking provider to make appointments available.

Commonwealth Booking System

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

TO DO

- When you register in CVAS, you will be asked to:
 - nominate your booking system of choice; and
 - provide the details you would like published on the Clinic Finder.

LINKS

Visit the [Eligibility Checker](#)

KEY CONTACTS

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

NEW To update the details published on the Vaccine Clinic Finder, please contact your local Primary Health Network.

You can send any questions on the **Commonwealth booking system** to:

Digital.CV19@health.gov.au

5. PAYMENTS



GUIDANCE

MBS COVID-19 vaccine suitability assessment items

Sixteen 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.

NEW Vaccination providers **cannot charge to administer the COVID-19 vaccine**. The vaccine is free and the consult appointment for patients to receive their vaccinations is also free. People who are not eligible for Medicare should not be charged for a COVID-19 vaccine or consultation.

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.

Practices that are approved for PIP are eligible to participate in the PIP COVID-19 Vaccine General Practice Incentive (COVID-19 Incentive). The payment is set at \$10 per eligible patient that has received **both** a first-dose and second-dose *MBS COVID-19 vaccine suitability assessment service* at the same practice in a clinically appropriate timeframe (payable only once per patient).

Once a practice is approved for the PIP, **there is no separate registration process** and payments will be made automatically.

The COVID-19 Incentive payment will be based on the MBS COVID-19 vaccine suitability assessment services provided from March 2021. Payments relating to the COVID-19 Incentive are expected to be received by practices from the August 2021 payment quarter and onwards (paid quarterly).

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

[How to access a COVID-19 vaccination if you are not eligible for Medicare](#)

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.

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 (or the preceding phase of the roll-out).

NEW Please note vulnerable and priority Phase 1 populations should continue to be prioritised.

Guidance on specific underlying medical conditions eligible for vaccination may change, and will be updated on the [Department's website](#).

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

NEW To assist you in conversations with patients who do not speak English, a number of translated resources are available on the Department's website (see links).

RESOURCES

- Practices should be familiar with:
 - the [Australian Immunisation Handbook](#); and
 - National Vaccine Storage Guidelines - [Strive for 5](#)
- ***NEW*** The Department of Health Website is regularly updated with:
 - [Advice for vaccine providers](#);
 - [Clinical considerations](#)
 - the latest [ATAGI advice](#); and
 - translated [ATAGI advice](#)

LINKS

- A COVID-19 vaccination [HealthPathways](#) resource can be accessed by contacting your [regional Health Pathways team](#).
- *NEW***
- Information to assist **non-English speaking patients**
 - [Information on COVID-19 Pfizer vaccine](#)
 - [Information on AstraZeneca](#)
 - [Preparing for COVID-19 vaccination](#)
 - [After your Pfizer vaccine](#)
 - [After your AstraZeneca vaccine](#)
 - [Commonly asked questions](#)
- Access Translating and Interpreting Services at **13 14 50**

Proof of eligibility

Patients will need to prove their eligibility to receive a COVID-19 vaccine.

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

Practices should confirm that proof of eligibility meets one of the accepted types for the first dose (this is not required for the second dose as long as the first dose is registered in AIR) and make a simple record of proof.

If a patient does not have proof of their underlying medical condition, or other eligibility, they may complete a declaration form. This form is available from the [Department's website](#).

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

Priority Population	Appropriate Type of Proof
Healthcare Workers not included in Phase 1a	Proof of occupation (ID card, letter from employer) or Declaration Form
Critical and high risk workers	Proof of occupation (ID card, letter from employer) or Declaration Form
People over 50 years	All standard forms of identification (drivers licence, passport)
Aboriginal and Torres Strait Islander peoples 50 years and over	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 Declaration Form
Carers and disability workers	Carers documentation or proof of occupation (ID card or letter from employer/centre-based support provider); or a Declaration Form

Proof of vaccination

Consumers can view their [Medicare immunisation history](#) through their My Health Record or get a copy of their Immunisation History Statement (IHS) to prove their vaccination status through:

- their Medicare Online account on MyGov; or
- Express Plus Medicare mobile app

NEW Consumers, including individuals without a Medicare card, can also request their IHS history be sent by post by calling **the Australian Immunisation Register Helpline** on **1800 653 809**. It can take up to 14 days to arrive. Healthcare providers can also print an IHS on behalf of their patient.

For translating and interpreting services call 13 14 50.



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. ***NEW* Consent should always be documented**, e.g. in the patients' medical record.

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

ATAGI have published an immunisation provider guide to obtaining informed consent for COVID-19 vaccines. 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. [Translated consent forms](#) are available at health.gov.au.

Adverse Events

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

UPDATED More information about the possible side effects of COVID-19 vaccines are available on the [TGA website](#) and [HealthDirect website](#).

RESOURCES

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

LINKS

UPDATED Anyone can submit reports directly to the TGA. Visit www.tga.gov.au/reporting-problems for further details.

UPDATED Where to report in each state and territory:

- **ACT:** ACT Health [website](#)
- **NSW:** NSW Health [website](#)
- **NT:** NT Department of Health [website](#)
- **Qld:** QLD Health [website](#)
- **SA:** SA Health [website](#)
- **Tas:** Tasmanian Department of Health [website](#)
- **Vic:** SAFEVAC [website](#)
- **WA:** WA Department of Health [website](#)

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

7. STOCK MANAGEMENT



GUIDANCE

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

UPDATED Stock control measures are in place with tiered caps on allocation, based on estimated throughput, priority population distribution and reach. The Department will continue to map vaccine supply and demand and to work closely with states and territories to identify access gaps, ensure comprehensive coverage and identify any further opportunities to expand allocation.

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.

UPDATED COVID-19 Vaccine Administrative System (CVAS)

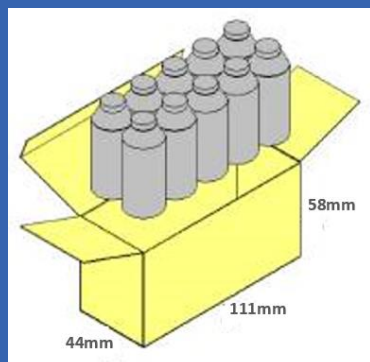
CVAS will support sites to manage their vaccine stock. The system will also provide the Department with end-to-end visibility of vaccine stock. All reports referred to in this section are accessed through CVAS.

NEW It is mandatory to complete a **Delivery Acceptance Report** on the day of vaccine delivery and the **Vaccine Stock Management Report** by 9pm on Friday each week.

In addition to the detail provided below, the Department is regularly updating the functionality of CVAS and 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. Contact details for the VOC are for participating practices only. Please do not provide these details to consumers.

ASTRAZENECA 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 318 208

Email:

COVID19VaccineOperationsCentre@health.gov.au

The VOC hours of operation are 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).

NEW Practices can manage their own stock by:

- Only ordering when they need to. You do not need to order every week/fortnight.
- Ordering less than their maximum allocation if preferred, in multiples of 100 doses (10 x 10 dose vials).

NEW Practices cannot place an order for stock until their *Vaccine Stock Management Report* from the previous week has been submitted.

***NEW* All orders are due by midnight Friday, for delivery the following fortnight. This is the ongoing cycle, with orders due weekly or fortnightly, depending on your allocation.**

Orders can be changed or cancelled through CVAS 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 318 208.

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 **Delivery Acceptance Report** via CVAS when accepting delivery of vaccines by the Commonwealth. This report **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 318 208 **immediately (within 2 hours of delivery).**

CONSUMABLES

UPDATED The Australian Government will provide vaccine administration products to practices in line with the number of AstraZeneca doses delivered. These will be delivered separately to your vaccine and include:

- 1mL 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 CVAS.

The ***Vaccine Stock Management Report*** must be completed weekly and captures:

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

NEW Note: you must complete this form before you can place a new order.

NEW Transfer of stock between practices must be captured within the *Vaccine Stock Management Report* by both the transferring and receiving site. If sites transfer vaccine, it is the responsibility of the sites to manage appropriate cold chain.

Given the significance of the COVID-19 Vaccine Program, regular reporting helps 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, and ***NEW*** sites are encouraged to review the [excess dose policy](#) on the Department's website)
- 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.

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

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

NEW Wastage less than 5 vials can be reported in the *Vaccine Stock Management Report*.

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

8. COMMUNICATIONS



GUIDANCE

UPDATED Providers Kit

To support vaccination providers, the Department of Health has developed a Provider Kit which includes:

- posters;
- information sheets on the vaccines, and what to do before and after vaccination;
- social media posts and tiles;
- content for Electronic Direct Mail (EDMs) and newsletters; and
- standard text for use in SMS and email reminders.

Use of the content of this kit is optional, but will support compliance with the TGA advertising Act if you intend to promote the availability of the vaccine.

This kit can be found on the Department's [website](#) and will be updated as required.

Weekly GP Webinars

We encourage you to attend our weekly GP webinar where we provide you with the latest information on the COVID-19 vaccine roll-out. The weekly GP Webinars are chaired by Professor Michael Kidd AM and have panellists each week. Dr Lucas de Toca from the COVID-19 Primary Care Response is a regular panellist.

The GP Webinar is held from 11:30am – 12:30pm each Thursday (AEST) and is available live or on demand.

RESOURCES

NEW Primary Care Bulletins

The Department distributes regular bulletins (or ad-hoc as required) to primary care providers to ensure you have the most up to date information.

LINKS

GP Newsletter

Sign up to receive the [COVID-19 Newsletter for GPs](#) to keep up to date on the latest information.

NEW ATAGI Advice

Read more about the latest ATAGI advice, resources and other information for COVID-19 vaccination providers on the Department's [website](#).

NEW Social Media

Follow the Australian Government Department of Health on social channels for updates:

- [Facebook](#)
- [Instagram](#)
- [Twitter](#)

9. COMPLAINTS HANDLING ***NEW***



GUIDANCE

The Department reserves the right to withdraw any practices from the COVID-19 Vaccination Program (the Program) where suspected non-compliance of the requirements outlined within the vaccine declaration form and ATAGI site requirements has been investigated and the actions have been deemed non-compliant.

All staff members and practitioners participating in the Program are required to adhere and consent to the guidelines as outlined within the vaccination declaration form and ATAGI site requirements.

Reminder - it is a criminal offence under section 137.1 of the *Criminal Code Act 1995* to provide false or misleading information to the Australian Government.

Receipt of a complaint

A complaint against a practice must disclose the behaviour or conduct that would fall short of the standard of care and diligence reasonably expected by you or your practice to maintain when participating in the Program. The complaint must relate to medical professional standards and/or Program requirements that have been set out in the on-boarding (or as otherwise advised), including in the expression of interest, signed declarations, training and those relating to vaccine handling and administration.

What happens if a complaint is made about you?

If a complaint is received about you or your practice, the Department will:

- consider the information received;
- gather any additional information associated with the allegation; and
- undertake a preliminary investigation of the allegation.

We will then contact you and provide you or your practice with the evidence obtained and being considered by the Department and provide a written notice of the next steps in the process.

If the written notice states that you or your **practice's participation in the Program has been temporarily paused while the Department investigates the complaint you must immediately comply with the conditions outlined in the notice**. This may include pausing administration of COVID-19 vaccines, ceasing to claim related Medicare items, or ceasing to order additional doses and related consumables for COVID-19 vaccines.

Right of Response

You will be provided an opportunity to respond if you receive notice of a complaint. Your notice will include a timeframe in which this response should be provided. The Department will assess any additional evidence that you provide or that we find in the notice period.

If you do not respond or do not respond in this timeframe, a decision will be made based on the information the decision-maker has.

Assessment of Evidence

The Department will assess the evidence using a reasonable person test. Examples of evidence you could provide to us could include:

- proof that the complainant has identified the wrong practice or practitioner; or
- documentation that refutes the complaint, for example that you have completed the required training before participating in the Program.

Decision Making

The Department will always provide you with a written notice of the decision. If you respond to the notice, the Department will review the contents of your response and provide you with a notice of the decision within 7 days. If you do not respond within the timeframe the decision maker will make a determination based off the information at hand. This decision is final regardless of information provided at a later date and will take immediate effect or take effect from the time nominated in the notice, and could include:

1. **Pausing your ability to order and administer COVID-19 vaccines**. This may be while investigations are being carried out or education and training is being undertaken, (this may occur in relation to complaints made to us and complaints made to professional bodies).
2. Instruct that further **education and training** be undertaken in the receiving, storing, handling and administering a COVID-19 vaccine.
3. **Remove you or your practice's participation** in the Program. This will occur if the complaint is credible, substantiated by evidence and the seriousness of the complaint justifies such action; and/ or if at any point you provide information that is false or misleading.
4. **No further action**, if we are satisfied that through consultation and investigation no further action is required.

If the decision is made to remove you or your practice from the Program, you or your practice cannot reapply to participate in the Program. We will organise for all COVID-19 vaccines that you may have in your inventory to be collected and returned. Related COVID-19 Medicare items will also not be able to be claimed for any patient seen from the date the decision takes effect.

Notice of complaint or allegations of a practice or provider will be received, or can be sent to:
PCDCCompliance@health.gov.au

If a practice **charges for any costs** associated with the COVID-19 vaccine, the Department may be contacted via:

- the tip-off form at www.health.gov.au/fraud-tip-offs;
- email to provider.benefits.integrity@health.gov.au; or
- the Provider Benefits Integrity Hotline on **1800 314 808** (9am to 5pm AEST weekdays).

10. Appendix A – key contacts

Australian Government Department of Health

Vaccine Operations Centre (VOC): 1800 318 208 or email
COVID19VaccineOperationsCentre@health.gov.au

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

CVAS www.health.gov.au/cvas

Australian Digital Health Agency Clinician Vaccine Integrated Platform (CVIP):

COVID19Platform@digitalhealth.gov.au

MBS and Health Insurance Act: askMBS@health.gov.au

Sources of information:

- no-reply@cva-mail.health.gov.au
- No-Reply.Vaccine@health.gov.au

Translation or interpretations

<https://www.tisnational.gov.au/> or 13 14 50

Provider Benefits Integrity

- www.health.gov.au/fraud-tip-offs;
- provider.benefits.integrity@health.gov.au;
or
- Hotline on **1800 314 808** (9am to 5pm AEST weekdays).

Therapeutic Goods Administration: 1800 020 653

UPDATED Reporting potential adverse events or suspected significant side effects

Visit www.tga.gov.au/reporting-problems for further details.

Where to report in each state and territory:

- **ACT:** ACT Health [website](#)
- **NSW:** NSW Health [website](#)
- **NT:** NT Department of Health [website](#)
- **Qld:** QLD Health [website](#)
- **SA:** SA Health [website](#)
- **Tas:** Tasmanian Department of Health [website](#)
- **Vic:** SAFEVAC [website](#)
- **WA:** WA Department of Health [website](#)

Services Australia

Health Professional Online Services: 1800 653 809

Provider Enquiry Line: 13 21 50

PRODA support: 1800 700 199 or email ebusiness@servicesaustralia.gov.au

11. Appendix B – resources



UPDATED Australian Government Department of Health

Advice for vaccine providers

- <https://www.health.gov.au/initiatives-and-programs/covid-19-vaccines/information-for-covid-19-vaccination-providers/covid-19-vaccine-advice-for-vaccine-providers>

Adverse events

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

ATAGI immunisation provider guide to obtaining informed consent

- 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

ATAGI provider guide for patients with immunocompromise:

- <https://www.health.gov.au/resources/publications/atagi-provider-guide-to-covid-19-vaccination-of-people-with-immunocompromise>

ATAGI Guidance on the use of multi-dose vials

- <https://www.health.gov.au/resources/publications/covid-19-vaccination-atagi-guidance-on-the-use-of-multi-dose-vials-for-covid-19-vaccination>

ATAGI Patient Information Sheets and Decision Guides:

- [Patient information sheet on AstraZeneca COVID-19 vaccine and thrombosis with thrombocytopenia syndrome \(TTS\)](#)
- [ATAGI – COVID-19 vaccination decision guide for people with immunocompromise](#)
- [COVID-19 vaccination decision guide for frail older people, including those in residential aged care facilities](#)
- [ATAGI COVID-19 vaccination decision aid for women who are pregnant, breastfeeding, or planning pregnancy](#)
- <https://www.health.gov.au/resources/publications/covid-19-vaccination-atagi-decision-guide-for-people-receiving-palliative-care-or-end-of-life-carehttps://www.health.gov.au/initiatives-and-programs/covid-19-vaccines/getting-vaccinated-for-covid-19/what-should-i-do-before-i-get-vaccinated-for-covid-19>

Australia's COVID-19 Vaccine strategy

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



Australian Immunisation Handbook

- <https://immunisationhandbook.health.gov.au/>

Consent

www.health.gov.au/resources/publications/covid-19-vaccination-consent-form-for-covid-19-vaccination

Clinical Considerations

- <https://www.health.gov.au/initiatives-and-programs/covid-19-vaccines/information-for-covid-19-vaccination-providers/covid-19-vaccine-clinical-considerations>

COVID-19 Vaccines

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

COVID-19 Privacy Notice

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

Eligibility Declaration Form

- <https://www.health.gov.au/resources/publications/covid-19-vaccination-eligibility-declaration-form>

Information for providers on Thrombosis with Thrombocytopenia Syndrome (TTS)

- <https://www.health.gov.au/resources/publications/covid-19-vaccination-information-for-immunisation-providers-on-thrombosis-with-thrombocytopenia-syndrome-tts-following-covid-19-vaccination>

National Vaccine Storage Guidelines

- <https://www.health.gov.au/resources/publications/national-vaccine-storage-guidelines-strive-for-5>

PHN Map Locator

- <https://www1.health.gov.au/internet/main/publishing.nsf/Content/PHN-Locator>

Training

- www.covid19vaccinationtraining.org.au
- [Information on training:](#)
 - <https://www.health.gov.au/covid-19-vaccination-training-program>

Translated Information in Multiple Languages

- <https://www.health.gov.au/initiatives-and-programs/covid-19-vaccines/covid-19-vaccine-information-in-your-language>



Healthdirect

COVID-19 Eligibility Checker and Vaccine Clinic Finder

- <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>

After vaccination

- <https://www.healthdirect.gov.au/covid-19-vaccination/after-you-get-the-covid-19-vaccination>

HealthPathways

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

Translation and Interpreting Service

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

Therapeutic Goods Association

AstraZeneca

- https://tga-search.clients.funnelback.com/s/search.html?collection=tga-artg&profile=record&meta_i=349072

Reporting suspected side effects from COVID-19 vaccines

- <https://www.tga.gov.au/reporting-suspected-side-effects-associated-covid-19-vaccine>



Services Australia

Apply for the PIP

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

Update PIP details

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

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>

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/hpos/how-manage-your-details-hpos/managing-provider-numbers>

PRODA (Provider Digital Access) account

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

How to get Immunisation History statement?

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

MBS Online

COVID-19 MBS items factsheet

- <http://www.mbsonline.gov.au/internet/mbsonline/publishing.nsf/Content/news-210301a>