



COVID-19 Online Form – Accelerated Site Activation and mRNA Vaccinations: Frequently Asked Questions

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ONLINE FORM FAQs

1. What is the purpose of the Online Form?

The purpose of the Online Form is to:

- Confirm that your pharmacy is willing and able to participate in the rollout of the COVID-19 vaccine and is able to commence administering vaccinations once 'onboarded' and vaccination supplies are made available
- Confirm that your pharmacy can and will meet all relevant Australian Technical Advisory Group on Immunisation (ATAGI) requirements regarding COVID-19 vaccinations in community pharmacy, including any additional requirements related to mRNA vaccines, once mRNA vaccines are rolled out to pharmacies.
The current ATAGI requirements can be found [here](#). The Australian Government COVID-19 Taskforce (Taskforce) are currently working with ATAGI to develop pharmacy site specific mRNA requirements. The PPA will provide these once they are made available to us.
- Confirm or update your pharmacy's address and contact details
- Provide your pharmacy's Australian Immunisation Register (AIR) provider number

The Online Form for pharmacies already onboarded will be a shortened version of the above but must be completed in order for the pharmacy to be activated as an mRNA (Moderna or Pfizer) COVID-19 vaccination site once supply becomes available.

Pharmacies not yet onboarded must complete this Online Form if they wish to be onboarded to administer **any** COVID-19 vaccinations.

2. How do I submit a response for this Online Form?

Pharmacies are requested to submit the Online Form as soon as possible and no later than Thursday 29 July 2021.

All s90 pharmacies who are registered on the PPA Portal were emailed a link to a customised Online Form on Monday, 26 July 2021.

Any s90 pharmacies who are not currently registered on the PPA Portal but submitted a response for the EOI in February were also emailed a link to a customised Online Form.

The link was emailed to the Main Authorised Person (MAP) of the pharmacy or, if applicable, the contact person provided by the pharmacy in their EOI response if this was a different person to the MAP.

If your pharmacy did not submit an initial EOI and is not registered in the PPA Portal you can request an Online Form link for your pharmacy by emailing the PPA at support@ppaonline.com.au.

Each individual pharmacy has their own separate Online Form link. If you are the contact person for multiple stores, please ensure you check which pharmacy link you have clicked and are answering correctly for that particular store. Responses for this Online Form **cannot** be edited after they are submitted.

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Please note, your pharmacy must have its own AIR provider number in order to submit a response for this Online Form. AIR provider numbers cannot be shared between pharmacies.

If your pharmacy does not yet have its own valid AIR provider number, you will need to first apply for one via [Services Australia](#). Once you have your AIR provider number you can then submit your online response form.

3. I didn't receive an email, what do I do?

All pharmacies that submitted an initial EOI in February or have an account on the PPA Portal were sent an email on Monday, 26 July 2021.

The email was sent to the Contact Person specified in your February EOI Submission or the Main Authorised Person (MAP) of the pharmacy (if no alternative Contact Person was specified) as provided by you in the PPA Portal.

The email was sent from noreply@noreply.ppaonline.com.au.

If your Contact Person or MAP does not appear to have received the email by **Tuesday, 27 July 2021**, please first check your junk mail.

If you are still unable to locate this email, please contact the PPA Support Centre at support@ppaonline.com.au

4. My pharmacy is already onboarded to administer AstraZeneca COVID-19 vaccines; do I still need to complete the Online Form?

Yes. The Online Form includes a question that requires you to confirm that your pharmacy agrees to also meet any mRNA-specific requirements once they are made available.

The Taskforce are currently working with ATAGI to develop pharmacy site specific mRNA requirements. The PPA will provide these once they are made available to us.

If you do not complete this Online Form your pharmacy will not be considered to administer mRNA vaccinations (Moderna and/or Pfizer), as supply of mRNA vaccines ramps up later this year.

5. My pharmacy was found to be suitable after the initial EOI but has not yet been onboarded. Do I need to do this Online Form?

Yes. The initial EOI was to determine if your pharmacy was suitable to administer the AstraZeneca vaccine.

This Online Form confirms your pharmacy is still willing and able to participate in the COVID-19 vaccination rollout and agrees to also meet any mRNA specific requirements once they are made available. The Taskforce are currently working with ATAGI to develop pharmacy site specific mRNA requirements. The PPA will provide these once they are made available to us.

You will also need to provide your pharmacy's AIR provider number. Pharmacies that do not yet have an AIR provider number will need to apply for one via Services Australia and submit their Online Form once it is received.

If you do not complete this Online Form your pharmacy will not be onboarded.

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6. My pharmacy was found to be 'not suitable' in the initial EOI or my pharmacy did not submit an initial EOI. Can I do this latest Online Form?

Yes. If you were found not suitable or you did not submit the initial EOI you may submit a response for this new Online Form.

Please note initial activation of community pharmacies as AstraZeneca vaccination sites will occur progressively in-line with available operational and logistics capacity. The Taskforce have advised priority will be given to pharmacies assessed as 'suitable' as part of the EOI process undertaken earlier this year.

7. If my pharmacy misses submitting the form before the requested response date of Thursday 29 July 2021, can I still participate?

Initial activation of community pharmacies as AstraZeneca vaccination sites will occur progressively in-line with available operational and logistics capacity.

Community pharmacies that agree to be activated and commence administering AstraZeneca vaccines will be progressively transitioned to administer mRNA vaccines (Moderna and/or Pfizer), as supply of mRNA vaccines ramps up later this year.

If you do not complete the Online Form by **midnight on Thursday 29 July 2021, your pharmacy will not be considered by the Taskforce for the early tranches of the AstraZeneca and/or mRNA vaccine rollout.** You can still submit the required information after this date, however assessment and selection of your pharmacy will be delayed and there is a possibility your pharmacy may not be able to participate.

8. If my pharmacy indicates it is willing and able to commence administering COVID-19 vaccines, will I be able to administer mRNA vaccines immediately?

Initial activation will occur progressively in-line with available operational and logistics capacity. Pharmacies are expected to be first onboarded to administer AstraZeneca vaccines and will later be progressively transitioned to administer mRNA vaccines (Moderna and/or Pfizer), as supply of mRNA vaccines ramps up later this year.

Please note the PPA does not choose the order in which pharmacies are selected for onboarding. We therefore cannot provide you with any information on when your pharmacy will be activated by the Taskforce to administer AstraZeneca vaccines or when your pharmacy may be transitioned to administer mRNA vaccines.

As each site is selected by the Taskforce, the PPA will email pharmacies the necessary additional information to enable commencement of participation.

9. I don't want to administer AstraZeneca vaccines in my pharmacy. Can I wait until the mRNA vaccines are available for community pharmacies before being onboarded?

No; pharmacies are expected to be first onboarded to administer AstraZeneca vaccines and will later be progressively transitioned to administer mRNA vaccines.

Pharmacies who are not onboarded for AstraZeneca vaccines will not be able to administer mRNA vaccines when supply of these ramps up later this year.

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10. I made an error on my online response form, can the form be edited after submission?

No. Your responses are being provided directly to the Taskforce. There is no longer a chance to edit forms once they have been submitted. Please therefore ensure all information you submit is correct.

11. I no longer wish to participate, what should I do?

You can advise in the Online Form that you are not willing and able to participate in delivering both AstraZeneca and mRNA vaccines.

If you advise that you are willing and able to participate but circumstances change after submitting the Online Form and you no longer can, please contact the PPA Support Centre at support@ppaonline.com.au to advise that you wish to withdraw.

12. Who should be listed as the "Contact Person" in the Online Form?

The Contact Person is the person who will be contacted by the PPA with onboarding information and whose details will be provided to Taskforce for logistical purposes. Please therefore ensure the Contact Person details are correct in the Online Form before submitting. If your pharmacy's Contact Person details change after submitting your form, please contact the PPA Support Centre at support@ppaonline.com.au to update these so that any future correspondence from the PPA regarding onboarding can be sent to the right email address.

13. How will community pharmacies be advised when they are being activated/onboarded?

All 'suitable' pharmacies, i.e pharmacies that meet requirements and are willing and able to assist, will be activated to administer AstraZeneca COVID-19 vaccines.

Initial activation of community pharmacies as AstraZeneca vaccination sites will occur progressively in-line with available operational and logistics capacity.

The Taskforce is then expected to progressively transition pharmacies to commence administering mRNA COVID-19 vaccines in line with the increase in mRNA vaccine supply.

As each site is selected by the Taskforce, the PPA will email the pharmacy's Main Authorised Person or other nominated Contact Person with the necessary additional information to enable commencement of participation.

The PPA does not choose the order in which pharmacies are selected for onboarding. We therefore cannot provide you with any information on when your pharmacy will be activated by the Taskforce.

14. I am a non-PBS pharmacy. Can I submit the Online Form to administer vaccines?

No. Only approved section 90 community pharmacies are able to administer vaccinations as part of the CVCP Program.

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15. I am not registered in the PPA Portal. Can I still submit the Online Form?

Yes. If you completed the initial EOI you will be emailed a link to the new Online Form.

Pharmacies who did not complete an initial EOI and are also not currently registered on the PPA Portal, can still submit an Online Form by emailing support@ppaonline.com.au and requesting a customised link.

16. My s90 community pharmacy does not meet some of the requirements outlined in the ATAGI requirements regarding COVID-19 vaccinations in community pharmacy (e.g. private consulting room). Can I still submit a response?

In the Online Form you will be asked to confirm that your pharmacy can and will meet all relevant ATAGI requirements regarding COVID-19 vaccinations in community pharmacy, including any additional requirements related to mRNA vaccines, once mRNA vaccines are rolled out to pharmacies.

If your pharmacy cannot meet **all** of the [ATAGI site requirements](#) for the AstraZeneca vaccine, then you can submit a response to the Online Form stating this however please note, you will not be activated as a COVID-19 vaccination site.

The Taskforce are currently working with ATAGI to develop pharmacy site specific mRNA requirements. Once these are made available, pharmacies should read them carefully and ensure they meet all requirements. If any requirements cannot be met by the pharmacy, the pharmacy should advise the PPA immediately so that Taskforce can withdraw your pharmacy from the CVCP Program.

Please note, pharmacies may be audited to ensure they are meeting the COVID-19 Vaccination in Community Pharmacy (CVCP) Program Rules which includes providing services in accordance with the ATAGI Guidelines.

To submit the Online Form your pharmacy **must** already have its own AIR provider number. AIR provider numbers cannot be shared between pharmacies. The PPA will be working with Services Australia on behalf of the Taskforce to ensure all AIR provider numbers submitted in the Online Form are valid.

If your pharmacy does not yet have its own valid AIR provider number, you will need to first apply for one via Services Australia. Once you have your AIR provider number you can then submit your Online Form.

GENERAL FAQs

1. What are my State or Territory requirements regarding vaccinations?

You will need to contact your relevant State /Territory Health Department for this information.

2. Who will answer clinical questions?

Health providers should use the current services provided by their local state/territory Public Health Units for clinical advice related to vaccination.

Please note the PPA cannot provide clinical or logistical advice regarding the CVCP Program.

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3. Who will be allowed to administer the vaccine?

Health professionals are authorised to deliver the vaccine in accordance with jurisdictional legislation and requirements. In addition, all eligible vaccinators must also have completed the COVID-19 vaccine specific training. Further information on training requirements is outlined below.

4. Are there any opportunities for expenses to be reimbursed by the Government (for example extra staff brought on for the administration of the COVID-19 vaccine)?

Reimbursement is provided via a fee for administering each vaccine dose as part of the CVCP Program. For details of the fees available please refer to the information on the [CVCP Program Page](#).

5. Are there any special refrigeration requirements for mRNA vaccines? Are extra fridges provided/reimbursed by the government for proper storage of the vaccine? Will I need to purchase a separate fridge for storage of the COVID-19 vaccine?

Pharmacies should check the TGA website for any special refrigeration requirements for each vaccine.

Pharmacies should use existing fridge space or source their own vaccine fridges.

COVID-19 VACCINE TRAINING FAQs

1. What training must be undertaken?

All vaccinators must have undertaken immunisation training, as required for their profession.

All vaccinators must also undertake the Taskforce's COVID-19 Vaccination Training prior to administering vaccinations. Vaccinators must ensure they undertake all of the core training modules and the specific training modules for all vaccination types they may be providing.

The COVID-19 Vaccination Training Program can be accessed via:
<https://www.health.gov.au/covid-19-vaccination-training-program>.

Training modules are updated regularly to reflect the latest advice on COVID-19 vaccine administration in Australia. Vaccinators registered for the training modules will be emailed a notification advising when updates are made and a summary can be found in the Announcement Board in the training platform. Vaccinators are expected to login and review the latest advice.

2. How long will training take to complete?

The training will take approximately 3-4 hours to complete.

The Australian Government has partnered with the Australian College of Nursing to develop and deliver free and accredited training modules for individuals involved in the administration of COVID-19 vaccines.

Authorised immunisation providers must complete COVID-19 vaccination training to ensure competency standards are met to administer COVID-19 vaccines. An expert advisory group,

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comprising of key peak body representatives and professional colleges are assisting to develop, review and finalise the training materials.

COVID-19 vaccine training modules are categorised into two groups, core and additional. Core COVID-19 modules involve training for COVID-19 vaccination more broadly. Additional COVID-19 modules are specific to individual vaccine candidates.

Core COVID-19 training modules will cover:

- handling and storage
- multi-dose vial (MDV) training
- delivery mechanisms of the vaccine
- administrative reporting including eligibility checking
- safety and surveillance monitoring and reporting for adverse events following immunisation
- communication.

Additional COVID-19 training modules include specific training for:

- BioNTech/Pfizer
- Oxford University/AstraZeneca
- Novavax
- future vaccines (i.e as possible new vaccines emerge).

Information on the training requirements can be found [here](#).