



18 February 2022 – COVID-19 Vaccine Administrative System (CVAS) | National Coronavirus Helpline Update | Vaccine Operations Centre (VOC) Update | Vaccine Clinic Finder (VCF) Connect | Reminders

Dear Service Provider,

This email provides information from the COVID-19 Taskforce about a range of matters relevant to participating pharmacies in the COVID-19 Vaccination in Community Pharmacy Program (CVCP), as follows:

- COVID-19 Vaccine Administrative System (CVAS)
- National Coronavirus Helpline Update
- Vaccine Operations Centre (VOC) Update
- Vaccine Clinic Finder (VCF) Connect
- Reminders.

COVID-19 VACCINE ADMINISTRATIVE SYSTEM (CVAS)

CVAS System Enhancements

Updates were made to CVAS on Wednesday 16 February 2022 to make it easier to update account details and to select the correct order number when completing Delivery Acceptance.

- Sites can now update their primary contact details directly in CVAS and maintain site delivery details using the new *Manage Account* tab.
- Paired consumables order numbers have been removed from the drop down options when selecting an order for Delivery Acceptance.
- Delivery Acceptance is still required for all vaccine orders and top up consumables orders.

NATIONAL CORONAVIRUS HELPLINE UPDATE

Free interpreter assistance

A recent National Coronavirus Helpline (NCH) update guarantees free interpreter assistance for multilingual callers.

In response to concerns that the Translating and Interpreting Service (TIS) 1300 number incurs local connection costs for callers, upgrades were made to the Helpline call menu and connection pathway. This means that multilingual callers will now call the same free 1800 number as English-speaking callers.



- From 10 February 2022, multilingual callers can call the National Coronavirus Helpline on 1800 020 080 and choose option 8 at the beginning of the call.
- This will automatically connect them to the Translating and Interpreting Service (TIS) without the local call charge.
- The interpreter will then call the priority number to speak with a dedicated Helpline call agent.

This update gives people with culturally and linguistically diverse backgrounds free phone access to COVID-19 information and support to find a vaccine appointment.

VACCINE OPERATIONS CENTRE (VOC) UPDATE

Tell Us What You Think - VOC operating hours

It is almost 12 months since VOC commenced operating and took its first calls on Monday 22 February 2021. VOC operating hours were changed for the first time in December 2021 from 7am - 10pm to 7am - 9pm AEDT.

Analysis shows that the VOC receives very few calls after 8pm. Therefore, the Taskforce is proposing the following VOC operating hours:

1. 7am - 9pm AEDT (6pm AWDT) until Saturday 2 April 2022
2. 7am - 8pm AEST (6pm AWST) from Sunday 3 April 2022

Please advise if, and why, the proposed VOC operating hours would not suit your needs by using this link https://healthau.au1.qualtrics.com/jfe/form/SV_8Bqf7e1qIF1q2QC by Friday 25 February 2022.

The Taskforce would also appreciate any feedback or messages for VOC contact centre staff as they reach their one year milestone.

VACCINE CLINIC FINDER (VCF) CONNECT

VCF Connect reminder

As described in the last Notice, VCF Connect is an easy way for COVID 19 vaccine providers to update information about their services in the VCF.

Using VCF Connect, vaccine providers can self-manage their clinic information, including opening hours, on the VCF and have updates live within two hours. This provides a

quality online experience for all people trying to use vaccine services and reduces onerous and time-consuming manual processes.

As part of a national rollout:

- VCF Connect registration emails will be sent to all primary care vaccination providers by Monday 28 February, to the authorised contacts on the COVID 19 Vaccine Administrative System (CVAS).
- All vaccine providers must register for VCF Connect as the current manual processes for updating the VCF will cease from 31 March 2022.

If you have further questions, please contact CV19.Products@health.gov.au or 1800 316 375

REMINDERS

Duration of observation after any COVID-19 vaccination

- ATAGI **reaffirms** its recommendation that individuals who receive a COVID-19 vaccine (regardless of the vaccine brand and the dose number) should be observed for at least 15 minutes following vaccine administration at the clinic site.
- This is in accordance with the current recommendations in the Australian Immunisation Handbook.
- Some people with specific allergies as specified in the Precautions section of the current [ATAGI Clinical guidance for COVID-19 vaccine providers](#) will require observation for at least 30 minutes following administration of a COVID-19 vaccine dose.

Managing Stock Levels

Sites are reminded that they have a responsibility to manage their vaccine stock. Sites can manage their stock by:

- Only ordering when they need to (you do not need to order every fortnight);
- Ordering less than their maximum allocation; and/or
- Transferring excess stock in line with the stock transfer policy.

Kind regards,

Pharmacy Programs Administrator

