



31 March 2022- Wastage Reporting Update | CVAS Enhancements for Additional Orders

Dear Service Provider,

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

- Wastage Reporting Update
- CVAS Enhancements for Additional Orders.

Wastage Reporting Update

As a requirement for participation in the COVID-19 Vaccination Program, pharmacies are required to report all vaccine wastage.

From Saturday 2 April 2022, **changes to the management and reporting of 'major wastage'** will take effect as follows:

What is changing?

- **Major wastage incidents will now only need to be reported through the COVID-19 Vaccine Administrative System (CVAS)** – by completing a Major Wastage Report in CVAS.
- So, you will **no longer be required to call the Vaccines Operations Centre (VOC)** to report major wastage incidents.
- The **threshold of major wastage will change from 5 or more vials to 10 or more vials in one incident**. This applies to all vaccine types.
- Major wastage reports will still need to be completed in CVAS ASAP and within 2 hours of the incident occurring.

What remains the same?

- Any wastage under the threshold in one incident should continue to be reported in your weekly Stock Management Report.
- You must still report 'major wastage' within 2 hours of the incident.
- You must still complete your Stock Management Report no later than 9pm local time each Friday.

CVAS Enhancements for Additional Orders

- From Thursday 31 March, if you require additional doses you will be able to submit a request for an additional order directly in CVAS rather than calling the VOC.

CVAS steps to place additional orders:

- A new link will be visible on the Orders tab stating *'If you are running low on stock and require additional doses, you can Request an Additional Order'*.

- By clicking the 'Request an Additional Order' link you can enter your requested vaccine product, number of doses and whether you require paired consumables.
- You will need to provide a **reason why** you require the additional doses.

Importantly:

If you have not yet placed an order for the requested vaccine product in your regular order cycle, you will be redirected instead to place an order through the **New Order** button in the Orders tab.

- At the time of placing the request you **will be shown your allocation**, your **most recently reported stock on hand**, and **the total number of doses for orders** that are yet to be delivered to your pharmacy for that vaccine product. This will provide you with an overview that will assist you in determining how many additional doses your pharmacy is seeking at that time.
- Once you have submitted your request, the Taskforce may contact you if your additional order request can be fulfilled by redirection of excess vaccine stock from a nearby site.
- If excess doses are not available nearby, **the Taskforce will assess your request** and either approve or reject an additional order. Assessment will take into consideration vaccine usage at your site and availability and equitable distribution of supply around Australia.
- If approved, an order will be created for you.
- If your request is unsuccessful, you can refer to your CVAS account for details on when your pharmacy is next able to place an order for the requested vaccine product, try submitting a request at another time, or try requesting an additional order for an alternative vaccine product.
- You will receive an email from CVAS advising you of the outcome of your request for an additional order, and **you can check the status of your additional order request** at any time through a new section titled 'Recent Requests for Additional Orders' under the Orders tab.
- Please note that in submitting your request, it **does not guarantee** you will receive a delivery of the chosen product in the requested week, however every effort will be made to accommodate the request for additional doses.

Kind regards,

Pharmacy Programs Administrator

