



Australian Government



# Phase 1B General Practice Vaccine Rollout

**Update – 1 April 2021**

## **Key messages from Department of Health:**

### ***Access to the Vaccine Operations Centre (VOC) call centre:***

We have received information that the VOC call centre operators are receiving some aggressive calls.

As we expand and bed down vaccine supply, the VOC is experiencing a large volume of calls and emails. We understand that some general practices have been having difficulty getting the information they need via the Helpline and email address. Wait periods have at times been lengthy and the call centre operators have not always been able to provide the information requested.

The Department is working hard to ensure call handlers have access to as much information as possible to assist with enquiries, and are increasing the number of call handlers to better manage the volume of enquiries and bring down wait times.

Your patience and respect when working with the call centre staff is appreciated.

### ***Priority Cohorts within the Disability Sector:***

People with disability and disability care workers eligible to receive a COVID-19 vaccine in Phase 1a are also able to attend a Phase 1b vaccination location if they choose to do so, including their local general practice.

We have heard of occasions where people from the disability sector have been turned away from practices due to misunderstanding of their eligibility status.

Both Phase 1a and 1b eligible people can receive the vaccine through a Phase 1b primary care clinic where there are available appointments even if they are not known to the clinic. Proof of Phase 1a eligibility can be provided by completing the [Eligibility Declaration Form](#).

Further detail on who is eligible to attend the vaccination sites under Phase 1b is provided below:

- Those living with significant disability requiring frequent assistance with activities of daily living – **including** Down Syndrome, muscular dystrophy, traumatic brain and spinal cord injury, severe intellectual disability.
- People with disability attending centre-based services such as:
  - day programs
  - respite care
  - supported employment.
- All workers providing in-home and community disability and aged care, including centre-based care.
- Workers who regularly have face to face contact with those receiving aged care or those with a disability in phase 1a or 1b, including aged or disability care assessment workforce, those conducting regulatory activities and advocacy services.
- Carers (paid and unpaid) of:
  - a resident of an aged care facility or residential disability accommodation who is eligible under phase 1a
  - a person 70 years and over who is eligible under Phase 1b
  - a person with a specified underlying medical condition who is eligible under phase 1b
  - a child with a specified underlying medical condition who would be eligible in Phase 1b but cannot be vaccinated due to age restrictions.
- Disability and aged care support volunteers who provide support to people in their homes, respite care, educational, employment, leisure and/or residential settings, including those providing transport and advocacy services.

#### ***Information on deliveries for clinics who received 80 doses instead of 100***

- Around 100 General Practices and Respiratory Clinics will have the final allocation of 8-dose vials (4ml) delivered next week.
- Practices impacted with a lower allocation than expected (80 doses instead of 100) will be prioritised for delivery.

#### ***Resources available on the website:***

- Updated vaccination figures are now [available here on the Department's website](#), and will be updated regularly moving forward.

In addition, the following advice has been updated or published on the website this week:

- Update to COVID-19 vaccination – After your AstraZeneca vaccine:  
<https://www.health.gov.au/resources/publications/covid-19-vaccination-after-your-astrazeneca-vaccine> (including Easy Print)

- Update to COVID-19 vaccination – after your Pfizer (CORMIRNATY) vaccine: <https://www.health.gov.au/resources/publications/covid-19-vaccination-after-your-pfizer-cormirnaty-vaccine> (including Easy Print)
- Update to ATAGI – COVID-19 vaccination decision guide for people with immunocompromise: <https://www.health.gov.au/resources/publications/atagi-covid-19-vaccination-decision-guide-for-people-with-immunocompromise>
- New ATAGI – COVID-19 provider guide for patients with immunocompromise: <https://www.health.gov.au/resources/publications/atagi-provider-guide-to-covid-19-vaccination-of-people-with-immunocompromise>
- Update to 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-covid-19-vaccination-decision-guide-for-women-who-are-pregnant-breastfeeding-or-planning-pregnancy>

### ***GP Bulletin***

A regular Bulletin is being developed to provide direct communication to practices on vaccine matters. The Bulletin will include the same or similar messages as are provided to Peaks via this communication.