Pharmacy services self-audit tool:

Immunisation site readiness

August 2023



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To receive this document in another format, email <immunisation@health.vic.gov.au>.Authorised and published by the Victorian Government, 1 Treasury Place, Melbourne.© State of Victoria, Australia, Department of Health, July 2023.ISBN number 978-1-76131-165-9Available at the [Pharmacy services self-audit tool: immunisation site readiness](https://www.health.vic.gov.au/immunisation/pharmacy-services-self-audit-tool-immunisation-site-readiness) <https://www.health.vic.gov.au/immunisation/pharmacy-services-self-audit-tool-immunisation-site-readiness> |

# Background

The *Drugs, Poisons and Controlled Substances Regulations 2017* (the Regulations)[[1]](#footnote-2) enables the Secretary to the Department of Health (the department) to approve a pharmacist to administer a Schedule 4 poison, and to specify the conditions of administration.

The Victorian Pharmacist-Administered Vaccination Program was introduced in 2016, through the Secretary Approval: Pharmacist Immuniser (the Approval)[[2]](#footnote-3). The conditions are defined in the Approval and the Victorian Pharmacist-Administered Vaccination Program Guidelines (vaccination guidelines)[[3]](#footnote-4).

Under all circumstances, pharmacist immunisers must provide immunisation services in accordance with the Regulations and Approval.

# About the self-audit tool

The self-audit tool is designed to assist pharmacy licensees and pharmacist immunisers, who provide immunisation services on the registered pharmacy premises, to review current immunisation service workplace practices and conduct a compliance assessment. The tool focuses on site readiness and key aspects of the Victorian Pharmacist-Administered Vaccination Program to safely deliver immunisation services. Information is based on the minimum site requirements set out by the Australian Government[[4]](#footnote-5), the Victorian Pharmacy Authority (VPA)[[5]](#footnote-6) and the department. Compliance with the audit will indicate the safe and effective use of vaccines.​

It is recommended the tool be completed at least annually as part of the service’s annual safety review process, to ensure compliance with site requirements, the Approval and related guidelines.

## **How to use the self-audit tool**

**Review current documents and processes**

Preparation will help with the checklist’s accuracy.

**Conduct the self-audit (Table 1 to Table 7 )**

Respond as ‘Yes’ or “No’. (Yes demonstrates 100 percent compliance).

Include references to procedures/compliance documents for justification.

**Identify improvement opportunities**

Discuss results with employees and initiate improvement plans - allocate to staff and a timeline for completion. Document in Table 8

**Document improvements**

After initiatives are finalised, document outcomes in Table 8

The audit should be completed as part of the annual quality improvement.

**Review findings**

Identify ‘No’ responses and begin planning improvement opportunities.

[Text-equivalent description of Figure 1 in Appendix 1](#_Text-equivalent_description_of)

# Immunisation service provider information:

|  |
| --- |
| Pharmacy name: |
| Licensee(s): |
| Address: |
|  |
| Postcode: |
| Start date: |
| Date Completed: |

# Self-audit documentation

## **Immunisation service:**

|  |  |  |  |
| --- | --- | --- | --- |
| Auditor name | Position | Sections Completed | Date |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |
|  |  |  |  |

**Date Completed:**

Retain the completed self-audit, to provide upon request by the department or the VPA.

# Self-audit tool

## **Registration requirements; immunisation service**

|  |  |  |  |
| --- | --- | --- | --- |
| Item | Requirements | Yes/ No | Supporting doc / comments |
|  | Is the pharmacy registered with the department as an immunisation service provider*?* |  |  |
|  | * Completed the application form for a government funded vaccine account
* Received approval from the department
* Received a Onelink account number

[Department of Health - Ordering vaccine](https://www.health.vic.gov.au/immunisation/vaccine-order-forms-and-stock-information) |  |  |
|  | Is the pharmacy registered as an immunisation provider on [Australian Immunisation Register (AIR)](https://www.servicesaustralia.gov.au/im004))? |  |  |
|  | Are all immunisers working within the registered premises authorised under the Regulations to provide immunisations?[Secretary Approval: Pharmacist Immunisers](https://www.health.vic.gov.au/immunisation/pharmacist-immunisers)[Victorian Pharmacist-Administered Vaccination Program Guidelines](https://www.health.vic.gov.au/immunisation/victorian-pharmacist-administered-vaccination-program-guidelines)[Department of Health nurse immunisers](https://www.health.vic.gov.au/drugs-and-poisons/nurse-immunisers) |  |  |
|  | Is access provided to immunisation staff for the following current references?* [Australian Immunisation Handbook](https://immunisationhandbook.health.gov.au/)
* [National Vaccine Storage Guidelines ‘Strive for 5](https://www.health.gov.au/resources/publications/national-vaccine-storage-guidelines-strive-for-5)’
* [Victorian Pharmacist-Administered Vaccination Program Guidelines](https://www.health.vic.gov.au/immunisation/victorian-pharmacist-administered-vaccination-program-guidelines)
* Materials to support communication; [Questions about vaccination](https://www.health.gov.au/resources/publications/questions-about-vaccination)
* [COVID-19 vaccines administration](https://www.health.gov.au/our-work/covid-19-vaccines)
* The TGA approved product information for COVID vaccines
* Anaphylaxis response kit that complies with [Australian Immunisation Handbook anaphylaxis response kit](https://immunisationhandbook.health.gov.au/resources/publications/preparing-an-anaphylaxis-response-kit). The response kit must also include an emergency response protocol identifying assigned roles and responsibilities.
 |  |  |

## **Registration requirements; authorised immuniser**

|  |  |  |  |
| --- | --- | --- | --- |
| Item  | Requirements | Yes/ No | Supporting doc / comments |
|  | Are all pharmacist immunisers registered pharmacists, who hold general registration with the [Australian Health Practitioner Regulation Agency](https://www.ahpra.gov.au/) (Ahpra) and: |  |  |
|  | * have completed a recognised 'Immuniser program of study that has been recognised by the Victorian Chief Health Officer (CHO)?
 |  |  |
|  | * have successfully completed any mandated training modules for vaccines (as defined by the Approval), that are not included in an approved immuniser program of study, prior to administering these vaccines?
 |  |  |
|  | Have pharmacist immunisers completed continuing professional development (CPD) and refreshers on National Immunisation Program (NIP) and other approved vaccines?  |  |  |
|  | Do all pharmacist immunisers hold current first aid and cardiopulmonary resuscitation (CPR) certificates? * First aid certificates issued within the last 3 years
* CPR training renewed annually
 |  |  |
|  | Is there a process to identify when CPR and first aid certificates are due for renewal? |  |  |
|  | Do pharmacist immunisers have access to the [AIR](https://www.servicesaustralia.gov.au/im004)? |  |  |
|  | Do pharmacist immunisers understand the scope of practice defined under the Approval, including inclusions and exclusions (e.g. age restrictions)?  |  |  |
|  | Are pharmacist immuniser certificates showing completion of an immuniser program of study, recognised by the Victorian CHO, readily accessible? |  |  |

## **Immunisation area and equipment**

|  |  |  |  |
| --- | --- | --- | --- |
| Item | Requirements | Yes / No | Supporting doc / comments |
|  | COVID-19 multi-dose vial vaccine ‘preparation area’ meets the following criteria: |  |  |
|  | * An area away from direct patient contact, distraction and separate from areas that provide other pharmacy services at the same time?

Note: preparation area may be in the dispensary or the administration area. |  |  |
|  | * Has adequate sanitisation facilities available?
 |  |  |
|  | * Reconstituted COVID-19 multi-dose vials are marked or labelled with the date and time of access and expiration?
 |  |  |
|  | * Vaccines from multi-dose vials (COVID-19 vaccines) are prepared in single use syringes and labelled for administration (vaccine name, batch, time and date of preparation and expiry)?
 |  |  |
|  | * Has visual reminders and cues to reduce the risk of errors?
 |  |  |
|  | * Has a cleaning and disinfection schedule in place?

Refer to the [Victoria's Information for COVID-19 vaccine providers](https://www.coronavirus.vic.gov.au/information-COVID-19-vaccine-providers) |  |  |
|  | The vaccine ‘administration area’ fits the following criteria: |  |  |
|  | * A room or consulting area suitable for the purpose and in which privacy (visual and audible), confidentiality and hygiene standards are maintained?
 |  |  |
|  | * Has adequate sanitisation facilities available?
 |  |  |
|  | * Has sufficient area to accommodate patients and accompanying persons?
 |  |  |
|  | * Is set up to accommodate people with disability?
 |  |  |
|  | * Has a first aid couch or similar (e.g. medical bed, reclinable chair) that is ready for use, of a suitable height and fit for purpose, for people who prefer to recline or lie down because they may feel faint before, during or after the injection. Note: The first aid couch is not intended to be used for CPR.
 |  |  |
|  | Is there a process in place to safely dispose of unused vaccines and have adequate sharps disposal container to mitigate the risk of needle stick injuries? |  |  |
|  | Does the ‘post immunisation area’ have adequate seating and space for patients to wait and be observed? |  |  |
|  | Is there access to an in-date anaphylaxis response kit, that includes: |  |  |
|  | * Adrenaline 1:1000 (at least 3 ampoules — check expiry dates)
 |  |  |
|  | * At least 3 x 1 mL syringes and 22 or 23 gauge (for intramuscular injection)
 |  |  |
|  | * Cotton wool swabs
 |  |  |
|  | * Pen, paper and stopwatch to record the time the adrenaline was administered
 |  |  |
|  | * A laminated copy of ‘[Doses of intramuscular 1:1000 adrenaline for anaphylaxis](https://immunisationhandbook.health.gov.au/resources/tables/table-doses-of-intramuscular-11000-adrenaline-for-anaphylaxis)’
 |  |  |
|  | * A laminated copy of ‘[Recognition and treatment of anaphylaxis](https://immunisationhandbook.health.gov.au/resources/tables/table-recognition-and-treatment-of-anaphylaxis)’

Refer to: [Preparing an anaphylaxis response kit](https://immunisationhandbook.health.gov.au/resources/publications/preparing-an-anaphylaxis-response-kit) |  |  |
|  | * A laminated copy of the emergency response protocol

For detailed information about the anaphylaxis response kit, refer to [Victorian Pharmacist-Administered Vaccination Program Guidelines](https://www.health.vic.gov.au/immunisation/victorian-pharmacist-administered-vaccination-program-guidelines)  |  |  |
|  | Does the staff roster ensure:* there are enough suitably qualified and trained staff to support the safe and effective delivery of all pharmacy services?
 |  |  |
|  | * the pharmacist immuniser is not involved in any other professional activities (including dispensing) when providing immunisation services?
 |  |  |
|  | * there is at least one other staff member that holds a current first aid and CPR certification on duty in the pharmacy when the pharmacist immuniser is providing immunisation services?
 |  |  |

## **Cold chain management**

|  |  |  |  |
| --- | --- | --- | --- |
| Item | Requirements | Yes / No | Supporting doc / comments |
|  | Are all vaccines stored in accordance with each of the requirements under [the Regulations](https://www.legislation.vic.gov.au/in-force/statutory-rules/drugs-poisons-and-controlled-substances-regulations-2017/006), [Strive for 5](https://www.health.gov.au/resources/publications/national-vaccine-storage-guidelines-strive-for-5), and as stated on the respective manufacturer’s product information? |  |  |
|  | Is there a written cold chain protocol in place with a nominated primary and back up responsible people for vaccine cold chain management? [Cold chain protocols](https://www.health.vic.gov.au/immunisation/cold-chain-protocols) |  |  |
|  | Do all staff understand cold chain procedures and are aware of the process to take in the event of a cold chain breach? |  |  |
|  | Is there adequate storage available in a purpose-built vaccine refrigerator specifically designed to store vaccines? |  |  |
|  | Have staff completed the department’s Cold Chain Management eLearning course within the last 12 months? Available at [Department of Health's eLearning Portal](https://vic-immunisation-learning.com/) |  |  |
|  | Are specific procedures in place that adhere to the national guidelines; [Strive for 5](https://www.health.gov.au/resources/publications/national-vaccine-storage-guidelines-strive-for-5) for: |  |  |
|  | * Delivery; temperature trackers checked and vaccines are placed in the refrigerator immediately following delivery?
 |  |  |
|  | * Stock control protocol (e.g. expiry date checks, stock rotation)?
 |  |  |
|  | * A back-up plan and alternative storage if a power failure occurs.
 |  |  |
|  | * Twice-daily minimum and maximum temperatures manually recorded as a timely alert to any breach in the cold chain? Refer to [Vaccine fridge temperature chart poster](https://www.health.gov.au/resources/publications/national-vaccine-storage-guidelines-strive-for-5-vaccine-fridge-temperature-chart-poster?language=en).
 |  |  |
|  | * Cold chain breach protocol? Refer to [Cold chain breach reporting](https://www.health.vic.gov.au/immunisation/cold-chain-breach-reporting)
 |  |  |

## **Administrating vaccine**

|  |  |  |  |
| --- | --- | --- | --- |
| Item | Requirements | Yes / No | Supporting doc / comments |
|  | Does the pharmacy have specific procedures documented to ensure pre- and post-immunisation assessment and administration of each vaccine undertaken in accordance with the procedures specified in [The Australian Immunisation Handbook](https://immunisationhandbook.health.gov.au/), or for [COVID-19 vaccines ATAGI recommendations](https://www.health.gov.au/our-work/covid-19-vaccines). |  |  |
|  | Is there a process in place to gather and document: |  |  |
|  | Informed consent prior to immunisation? |  |  |
|  | Pre immunisation screening following [The Australian Immunisation Handbook Pre-vaccination screening checklist](https://immunisationhandbook.health.gov.au/resources/tables/table-pre-vaccination-screening-checklist))?* Confirming the expected vaccine
* Assess eligibility of vaccines to be administered
* Medical conditions and allergy/hypersensitivity history
* Contraindications refer patient to a medical practitioner
* Confirming age appropriate/indication appropriate vaccine
* Screening checklist is available from [Immunisation resources order form](https://www.health.vic.gov.au/immunisation/immunisation-resources-order-form)
 |  |  |
|  | Do immunisers understand the eligibility criteria for free vaccination under [National Immunisation Program Schedule](https://www.health.gov.au/topics/immunisation/when-to-get-vaccinated/national-immunisation-program-schedule) and [Victoria's vaccine eligibility criteria](https://www.health.vic.gov.au/immunisation/immunisation-schedule-victoria-and-vaccine-eligibility-criteria)? Pharmacist immunisers are required to advise of any out-of-pocket costs and availability of free government-funded vaccines. |  |  |
|  | Is there a process to check vaccination status on [AIR](https://www.servicesaustralia.gov.au/im004) prior to administration? |  |  |
|  | Does the pharmacy have provisions to ensure safe administering technique? |  |  |
|  | Are patients provided with immunisation information; receipt of vaccine and consumer information informing of potential side effects, what to do in the event of an adverse event? Refer to [Immunisation resources order form](https://www.health.vic.gov.au/immunisation/immunisation-resources-order-form) |  |  |

## **Record keeping**

|  |  |  |  |
| --- | --- | --- | --- |
| Item | Requirements | Yes / No | Supporting doc / comments |
|  | Is there a process to document consent in the patient’s records, either the patient or guardian/carer? |  |  |
|  | Are all administered vaccines recorded to the [AIR](https://www.servicesaustralia.gov.au/im004) (accurately and in a timely manner, ideally within 24hrs)?[How to record an encounter using the AIR site through HPOS](https://www.servicesaustralia.gov.au/how-to-record-encounter-using-air-site-through-hpos?context=23401#:~:text=To%20record%20their%20encounter%3A%201%20Select%20Record%20Encounter.,...%205%20Select%20Add%20to%20record%20the%20encounter.)[AIR vaccine code formats](https://www.servicesaustralia.gov.au/air-vaccine-code-formats?context=22796) |  |  |
|  | Do pharmacists have access to [SAFEVIC](https://www.safevac.org.au/Home/Info/VIC), and is there a process for reporting adverse events following immunisation (AEFI)? Refer to the department’s webpage: [Adverse events following immunisation reporting](https://www.health.vic.gov.au/immunisation/adverse-events-following-immunisation-reporting) |  |  |
|  | Is there a process to follow open disclosure? [Victorian open disclosure framework](https://www.health.vic.gov.au/quality-safety-service/open-disclosure-framework) and [Vaccine Errors: Prevention, management and open disclosure](https://education-mvec.mcri.edu.au/courses/vaccine-errors-prevention-management-and-open-disclosure/) |  |  |

## **Vaccine Safety**

|  |  |  |  |
| --- | --- | --- | --- |
| Item  | Requirements | Yes / No | Supporting doc / comments |
|  | Are appropriate resources available for responding to emergency situations in the immunisation service area?This includes anaphylaxis response kit that also includes an emergency response protocol (refer to information in the tables above 1.3, 3.6 and 6.3). |  |  |
|  | Is an emergency response protocol identifying assigned roles and responsibilities on display? |  |  |
|  | Do staff understand the signs of anaphylaxis? Refer to [Recognition and treatment of anaphylaxis](https://immunisationhandbook.health.gov.au/resources/tables/table-recognition-and-treatment-of-anaphylaxis). |  |  |

## **Improvement plan**

|  |  |  |
| --- | --- | --- |
| Improvement actions - Description | Action to be completed by | Date completed |
| ***Example:****The audit showed that immunisation staff were not familiar with reporting adverse events through SAFEVIC (staff were reporting via the TGA webpage). Steps:*1. *We will provide all staff with SAFEVIC links in this document for review*
2. *Ask staff to review the department’s website* [*Adverse events following immunisation*](https://www.health.vic.gov.au/immunisation/adverse-events-following-immunisation-reporting)
3. *All immunisation staff to create/activate their accounts (if not already done).*
4. *Create a poster for the administration area with a clear process.*
5. *Follow up with staff in June 22.*
 | *J Smith* | *30/6/22* |
|  |  |  |
|  |  |  |
|  |  |  |

# Text-equivalent description of Figure 1

### [**How to use the self-audit tool:**](#_How_to_use)

#### Review current documents and processes

* Preparation will help with the checklist’s accuracy.

#### Conduct the self-audit (Table 1 to Table 7)

* Respond as ‘Yes’ or “No’. (Yes demonstrates 100 percent compliance).
* Include references to procedures/compliance documents to demonstrate justification.

#### Review findings

* Identify ‘No’ responses and begin planning improvement opportunities.

#### Identify improvement opportunities

* Discuss results with employees and initiate improvement plans - allocate to staff and a timeline for completion.
* Document in Table 8.

#### Document improvements

* After initiatives are finalised, document outcomes in Table 8.
* The audit should be completed as part of the annual quality improvement.

# Vaccination resources

## **References**

| Title/Link | Website | Author |
| --- | --- | --- |
| Registration Requirements |  |  |
| [Victorian Pharmacy Authority Standards and Guidelines](https://pharmacy.vic.gov.au/index.php?view=guidelines&item=0) | https://pharmacy.vic.gov.au/index.php?view=guidelines&item=0 | Victorian Pharmacy Authority |
| [Pharmacist immunisers in Victoria](https://www.health.vic.gov.au/immunisation/pharmacist-immunisers)and reference to the Secretary Approval | https://www.health.vic.gov.au/immunisation/pharmacist-immunisers | Victorian Department of Health |
| [COVID-19 vaccination site requirements in community pharmacies](https://www.health.gov.au/resources/publications/covid-19-vaccination-site-requirements-for-covid-19-vaccination-in-community-pharmacies?language=en) | https://www.health.gov.au/resources/publications/covid-19-vaccination-site-requirements-for-covid-19-vaccination-in-community-pharmacies?language=en> | Australian Government Department of Health and Aged Care |
| [COVID-19 Vaccination Site Requirements](https://www.health.gov.au/resources/publications/covid-19-vaccination-site-requirements-for-covid-19-vaccination-clinics) | <https://www.health.gov.au/resources/publications/covid-19-vaccination-site-requirements-for-covid-19-vaccination-clinics> | Australian Government Department of Health and Aged Care |
| [Department of Health nurse immunisers](https://www.health.vic.gov.au/drugs-and-poisons/nurse-immunisers) | https://www.health.vic.gov.au/immunisation/nurse-immunisers | Victorian Department of Health |
| [Department of Health - Ordering vaccine](https://www.health.vic.gov.au/immunisation/vaccine-order-forms-and-stock-information) | https://www.health.vic.gov.au/immunisation/vaccine-order-forms-and-stock-information | Victorian Department of Health |
| Mandatory references |  |  |
| [Australian Immunisation Handbook](https://immunisationhandbook.health.gov.au/) | https://immunisationhandbook.health.gov.au/ | Australian Government Department of Health and Aged Care |
| [Australian Immunisation Register](https://www.servicesaustralia.gov.au/im004) | https://www.servicesaustralia.gov.au/im004 | Australian Government Department of Health and Aged Care |
| [The Australian Immunisation Handbook Pre-vaccination screening checklist](https://immunisationhandbook.health.gov.au/resources/tables/table-pre-vaccination-screening-checklist) | https://immunisationhandbook.health.gov.au/resources/tables/table-pre-vaccination-screening-checklist | Australian Government Department of Health and Aged Care |
| [National Vaccine Storage Guidelines ‘Strive for 5’](https://www.health.gov.au/resources/publications/national-vaccine-storage-guidelines-strive-for-5) | https://www.health.gov.au/resources/publications/national-vaccine-storage-guidelines-strive-for-5 | Australian Government Department of Health and Aged Care |
| [Victorian Pharmacist-Administered Vaccination Program Guidelines](https://www.health.vic.gov.au/immunisation/victorian-pharmacist-administered-vaccination-program-guidelines) | https://www.health.vic.gov.au/immunisation/victorian-pharmacist-administered-vaccination-program-guidelines | Victorian Department of Health |
| [Coronavirus Victoria; Information for COVID-19 vaccine providers](https://www.coronavirus.vic.gov.au/information-COVID-19-vaccine-providers) | https://www.coronavirus.vic.gov.au/information-COVID-19-vaccine-providers | Victorian Department of Health |
| [COVID-19 vaccines](https://www.health.gov.au/our-work/covid-19-vaccines)  | https://www.health.gov.au/our-work/covid-19-vaccines | Australian Government Department of Health and Aged Care |
|  [SAFEVAC Reporting](https://www.safevac.org.au/Home/Info/VIC) | https://www.safevac.org.au/Home/Info/VIC | Integrated Vaccine Safety |
| [Managing anaphylaxis, The Australian Immunisation Handbook](https://immunisationhandbook.health.gov.au/resources/publications/managing-anaphylaxis) | https://immunisationhandbook.health.gov.au/resources/publications/managing-anaphylaxis | Australian Government Department of Health and Aged Care |
| Anaphylaxis references |  |  |
| [Doses of intramuscular 1:1000 adrenaline for anaphylaxis, Australian Immunisation Handbook](https://immunisationhandbook.health.gov.au/resources/tables/table-doses-of-intramuscular-11000-adrenaline-for-anaphylaxis) | https://immunisationhandbook.health.gov.au/resources/tables/table-doses-of-intramuscular-11000-adrenaline-for-anaphylaxis | Australian Government Department of Health and Aged Care |
| [Preparing an anaphylaxis response kit, Australian Immunisation Handbook](https://immunisationhandbook.health.gov.au/resources/publications/preparing-an-anaphylaxis-response-kit)  | https://immunisationhandbook.health.gov.au/resources/publications/preparing-an-anaphylaxis-response-kit | Australian Government Department of Health and Aged Care |
| [Recognition and treatment of anaphylaxis, The Australian Immunisation Handbook](https://immunisationhandbook.health.gov.au/resources/tables/table-recognition-and-treatment-of-anaphylaxis) | https://immunisationhandbook.health.gov.au/resources/tables/table-recognition-and-treatment-of-anaphylaxis | Australian Government Department of Health and Aged Care |
| Reference material |  |  |
| [Adverse events following immunisation reporting](https://www.health.vic.gov.au/immunisation/adverse-events-following-immunisation-reporting) | https://www.health.vic.gov.au/immunisation/adverse-events-following-immunisation-reporting | Victorian Department of Health |
| [Australian Guidelines for the Prevention and Control of Infection in Healthcare](https://www.nhmrc.gov.au/about-us/publications/australian-guidelines-prevention-and-control-infection-healthcare-2019) | https://nhmrc.govcms.gov.au/about-us/publications/australian-guidelines-prevention-and-control-infection-healthcare-2019 | Australian Government, National Health and medical Research Council |
| [Australian Health Practitioner Regulation Agency](https://www.ahpra.gov.au/) | https://www.ahpra.gov.au/ | Australian Health Practitioner Regulation Agency |
| [Australian Immunisation Register, How to record an encounter using the AIR site through HPOS](https://www.servicesaustralia.gov.au/how-to-record-encounter-using-air-site-through-hpos?context=23401#:~:text=To%20record%20their%20encounter%3A%201%20Select%20Record%20Encounter.,...%205%20Select%20Add%20to%20record%20the%20encounter.) | https://www.servicesaustralia.gov.au/how-to-record-encounter-using-air-site-through-hpos?context=23401#:~:text=To%20record%20their%20encounter%3A%201%20Select%20Record%20Encounter.,...%205%20Select%20Add%20to%20record%20the%20encounter. |  |
| [Australian Immunisation Register vaccine code formats](https://www.servicesaustralia.gov.au/air-vaccine-code-formats?context=22796) | https://www.servicesaustralia.gov.au/air-vaccine-code-formats?context=22796 | Services Australia, Australian Government |
| [Cold chain breach reporting](https://www.health.vic.gov.au/immunisation/cold-chain-breach-reporting) | https://www.health.vic.gov.au/immunisation/cold-chain-breach-reporting | Victorian Department of Health |
| [COVID-19 vaccines ATAGI recommendations](https://www.health.gov.au/our-work/covid-19-vaccines) | https://www.health.gov.au/our-work/covid-19-vaccines | Australian Government Department of Health and Aged Care |
| [COVID-19 vaccination training program](https://www.health.gov.au/our-work/covid-19-vaccines/advice-for-providers/covid-19-vaccination-training-program?language=en)  | https://www.health.gov.au/covid-19-vaccination-training-program | Australian Government Department of Health and Aged Care |
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| [Immunisation resources order form](https://www.health.vic.gov.au/immunisation/immunisation-resources-order-form) | https://www.health.vic.gov.au/immunisation/immunisation-resources-order-form | Victorian Department of Health |
| [Immunisation schedule Victoria and vaccine eligibility criteria](https://www.health.vic.gov.au/immunisation/immunisation-schedule-victoria-and-vaccine-eligibility-criteria) | https://www.health.vic.gov.au/immunisation/immunisation-schedule-victoria-and-vaccine-eligibility-criteria | Victorian Department of Health |
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| [Questions about vaccination](https://www.health.gov.au/resources/publications/questions-about-vaccination) | https://www.health.gov.au/resources/publications/questions-about-vaccination | Australian Government Department of Health and Aged Care |
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| [Clinical guidance for COVID-19 vaccine providers](https://www.health.gov.au/our-work/covid-19-vaccines/advice-for-providers/clinical-guidance) | https://www.health.gov.au/initiatives-and-programs/covid-19-vaccines/advice-for-providers/clinical-guidance | Australian Technical Advisory Group on Immunisation; Australian Government Department of Health and Aged Care |
| [COVID-19 vaccination – Provider resources](https://www.health.gov.au/resources/collections/covid-19-vaccination-provider-resources#guidance-to-help-people-make-informed-decisions) | https://www.health.gov.au/resources/collections/covid-19-vaccination-provider-resources#guidance-to-help-people-make-informed-decisions | Australian Government Department of Health and Aged Care |
| [Immunisation training; PSA](https://www.psa.org.au/practice-support-industry/programs/immunisation/) | https://www.psa.org.au/practice-support-industry/programs/immunisation/ | Pharmaceutical Society of Australia |
| [Immunisation; Guild Training](https://www.pharmacyguild.edu.au/immunisation/) | https://www.pharmacyguild.edu.au/immunisation/ | The Pharmacy Guild of Australia |

1. [The Regulations](http://www.legislation.vic.gov.au/) <http://www.legislation.vic.gov.au/> [↑](#footnote-ref-2)
2. [Pharmacist immunisers; Department of Health](https://www.health.vic.gov.au/immunisation/pharmacist-immunisers) < https://www.health.vic.gov.au/immunisation/pharmacist-immunisers> [↑](#footnote-ref-3)
3. [Victorian Pharmacist-Administered Vaccination Program Guidelines](https://www.health.vic.gov.au/immunisation/victorian-pharmacist-administered-vaccination-program-guidelines) < https://www.health.vic.gov.au/immunisation/victorian-pharmacist-administered-vaccination-program-guidelines> [↑](#footnote-ref-4)
4. [Site requirements for COVID-19 vaccination in community pharmacies](https://www.health.gov.au/resources/publications/covid-19-vaccination-site-requirements-for-covid-19-vaccination-in-community-pharmacies?language=en) < https://www.health.gov.au/resources/publications/covid-19-vaccination-site-requirements-for-covid-19-vaccination-in-community-pharmacies?language=en> [↑](#footnote-ref-5)
5. [Victorian Pharmacy Authority Standards and Guidelines](https://pharmacy.vic.gov.au/index.php?view=guidelines&item=0) <https://pharmacy.vic.gov.au/index.php?view=guidelines&item=0> [↑](#footnote-ref-6)