



What is the Vaccine Clinic Finder (VCF)?

It is a national portal for consumers to [find and book vaccination appointments](#) online. It reduces the administrative burden on sites by encouraging consumers to use online channels to book, rather than telephoning sites or presenting with no prior booking. There have been over 48.5 million sessions on the VCF since March 2021.

What is VCF Connect?

Vaccine Clinic Finder Connect (VCF Connect) is designed specifically for managing COVID-19 vaccination site details on the Vaccine Clinic Finder (VCF). VCF Connect enables sites to update key information such as opening hours and contact details. It is operated by the Australian Digital Health Agency on behalf of the Department of Health. VCF Connect is based on the Australian Digital Health Agency's [Provider Connect Australia](#).

Who can use VCF Connect?

All primary care vaccination providers currently registered with CVAS (who are also currently on the VCF) will have received a registration email with details on how to register to use VCF Connect. The email will have come from CV19.Products@health.gov.au. If you have not received this email, please contact us via email or phone 1800 316 375.



What can I do in VCF Connect, what are the benefits?

We are committed to improving access to COVID vaccinations. When information about your vaccination services are up to date on the Vaccine Clinic Finder, people can find and access your services easily.

Once registered you will be able to:

- update your own vaccination service information, such as opening hours, and change them as you wish for public holidays
- enjoy faster turnaround times for updates to go live on the VCF
- provide a quality online experience for all people trying to access vaccination services
- reduce onerous and time-consuming manual processes
- include inclusivity and accessibility information such as wheelchair accessibility, quiet room or low sensory space available (when these features become available).



Do I have to use VCF Connect?

All primary care providers must use VCF Connect to update your site's details on the Vaccine Clinic Finder. **Please note, VCF Connect will be the only method available to make updates to the Vaccine Clinic Finder from 31 March 2022.**

How do I register for VCF Connect?



You will receive a registration email with instructions



Log in to your PRODA account, then sign into VCF Connect



Add your email address and contact number to save your profile



Add your Site

Why do I need a PRODA account?

An individual PRODA account provides online identity verification and authentication to let you securely access government online services, including VCF Connect. The PRODA login is part of the multi-factor authentication process to ensure the security of the system and your information.

How do I obtain a PRODA account?

Refer to the Services Australia website: [PRODA \(Provider Digital Access\) - How to register for an Individual account - Services Australia](#)

Can any of my staff use it to update my clinic and service details?

Yes, provided you authorise them to make changes to your vaccination services. Your staff will need a PRODA account to use VCF Connect (refer to the [VCF Connect User Guide](#)).

Where can I get help?



[VCF Connect User Guide](#)



VCF Connect Helpdesk:
1800 316 375



Email: CV19.Products@health.gov.au

Can I make a suggestion about how to improve VCF Connect or VCF better?

Yes! We welcome your feedback and suggestions on national solutions, please email CV19.Products@health.gov.au



The need for the Vaccine Clinic Finder is ongoing – it will be enduring national digital health infrastructure for managing COVID and other healthcare services in the longer term.