



Primary Care Vaccine Roll-out

Withdrawing from the COVID-19 Vaccination Program

Guidance for Sites

Primary Health Networks (PHNs) are working in partnership with the National COVID Vaccine Taskforce (the Taskforce) in the coordination, planning, and delivery of the vaccine roll-out across primary care sites.

Your PHN is your primary point of contact for any requests to withdraw from the administration of selected vaccine type/s or from the Program.

If you wish to have a break from ordering and vaccinating, you don't need to fully withdraw from the Program. You can remain in the program and recommence administering any time.

Please do not call the Vaccine Operations Centre to withdraw – they will refer you back to your PHN as this is the correct process to withdraw.

Prior to withdrawing or taking a break

1. Check if you have an order/s in progress. Cancel the order:
 - If the order is in the 'Submitted' stage in CVAS, cancel it yourself in CVAS
 - If the order is 'In Progress' in CVAS, call the VOC on 1800 318 208 to request the order be cancelled (please note if the order is already in transit it may not be possible to cancel it, however you can reject the order if necessary)
2. Make sure you do not have any stock on hand for each withdrawn vaccine product, this can be achieved by:
 - Administering remaining doses
 - Transferring remaining doses
 - Your PHN may be able to help you identify a site to transfer excess doses to; or
 - Contact the VOC on 1800 318 208 to report excess doses and the VOC will try to find a site to transfer the doses to.
 - Report remaining doses in your final stock management report as wastage (if vaccines have expired or are unable to be used)
 - If the wastage exceeds the threshold of 10 or more vials you will need to complete a Vaccine Wastage Report

NOTE: All doses need to be accounted for – if they cannot be used or transferred, they must be reported as wastage

Withdrawing or taking a break:

1. Contact your PHN and advise them of your intentions:
 - withdrawing from administering selected vaccines: you will not be able to order these vaccines and will not have to do a stock management report for these vaccines
 - taking a break from the Program: you will not be able to order any vaccines and will not have to do any stock management reports
 - fully withdrawing from the Program: you will be withdrawn from CVAS and will no longer be able to order vaccines or access some workflow functions
- Advise the PHN you have no orders pending, have zero (0) stock on hand and have completed a final Stock on Hand Report

NOTE: Your PHN will not action your request until these have been completed. Once actioned, CVAS will be updated within the next 7 days

- Update **Vaccine Clinic Finder Connect** to show your changed status through your VCF Connect portal.
- If you have any questions or are unsure how to log onto VCF Connect and update your information, please contact CV19.Products@health.gov.au or call on 1800 316 375.
- The User Guide can be found at [Vaccine Clinic Finder \(VCF\) Connect – User Guide – March 2022 | Australian Government Department of Health](#) may also help you with this process.
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Recommencing in the Program:

1. Contact your PHN and tell them you want to recommence participation in the Program:
 - Advise the PHN which vaccine/s you wish to administer
 - Once you are reactivated you will be able to place orders for vaccine/s
 - Update **Vaccine Clinic Finder Connect** to show your changed status through your VCF Connect portal.
 - If you have any questions or are unsure how to log onto VCF Connect and update your information, please contact CV19.Products@health.gov.au or call on 1800 316 375.
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