

## Immunisation Provider Information Resource

# Vaccine Ordering and Distribution Information

Over one thousand organisations provide an immunisation service to eligible groups as part of the National and State Immunisation Programs in South Australia. To provide reliable and safe distribution of vaccine, a coordinated approach to vaccine storage, delivery and reporting is required.

The SA Health Vaccine Distribution Centre (VDC) manages the distribution of government funded vaccines to approved immunisation providers in South Australia.

## How do I order Government funded vaccine?

Read the Vaccine Ordering System User Guide and become familiar with system and reporting processes. This can be accessed on the ordering system home page by selecting the *Help* menu.

- > Login details will be emailed to the designated email address that was nominated on the VDC registration form.
- > Only one login exists for each organisation and must be accessible for all staff ordering vaccine.
- > If you need assistance logging into your VDC account contact the VDC on (08) 7425 7139.
- > Your order form will only display products that are relevant for the services you provide. Contact the VDC to discuss adding additional vaccines if your service requirements change.
- > Vaccines are ordered by antigen descriptions and vaccine brands will be distributed dependant on availability. You will not be able to select a vaccine brand.

## How often can I order?

### Fortnightly

- > You will be allocated a specific routine fortnightly delivery schedule and order cut off times depending on your location.
- > Your delivery schedule can be viewed in the ordering system under the *My Account* menu.
- > The cut off time for routine fortnightly orders is 4pm, two working days prior to your scheduled routine delivery date.
- > Orders can be saved in the ordering system anytime and can be edited up until the next scheduled routine order cut off time.
- > Orders will not be processed after the order cut off time and will remain editable in the ordering system until your next scheduled order cut off time.

- > When urgent circumstances arise an urgent order request can be placed under the *Place Order* menu by selecting *Create new urgent order* which will be sent to VDC to review prior to processing.
- > Urgent orders placed before 2pm and approved by VDC are usually delivered next business day for metropolitan areas, or two business days for regional areas.

### How much vaccine should I order?

Order only the quantity of vaccine required until your next scheduled routine delivery date, based on appointments. Order quantities may be reviewed by VDC staff to ensure correct quantities are distributed to all providers. Use the “Order note to SA Health” section on the final order confirmation screen to advise the VDC when your volumes may be higher than usual.

For guidance on how much vaccine to order please see the SA Health [vaccine ordering](#) webpage and related information section.

### How do I report expired stock?

When expired government funded vaccine stock is disposed in medical waste, the total quantity must be reported on the vaccine ordering system using either the *Expired Stock* menu, or on your next order form.

Note: The expired stock reporting page on the vaccine ordering system is only used for expired stock. Please do not report stock disposed due to cold chain failure on this screen.

### How do I report a cold chain breach?

All instances of temperature deviation below 2°C and above 8°C during the storage of government funded vaccines must be reported to the Immunisation Section on 1300 232 272 prior to disposal of any vaccine.

- > Ensure you have read the Responding to a Cold Chain Breach section on the SA Health [vaccine storage](#) webpage.
- > Ensure you have a [cold chain back up plan](#) to minimise potential loss of vaccine.

#### **All government funded vaccine supply must be accounted for either:**

- with an encounter on the Australian Immunisation Register (AIR); or
- stock reported to the VDC as disposed due to expiry; or
- stock reported to the Immunisation Section, Communicable Disease Control Branch as disposed due to cold chain failure.

**Only enough supply for the eligible groups in South Australia is available for VDC to access and distribute each year.**

## What process do we follow when receiving vaccine from a courier?

Vaccines are delivered via refrigerated or non-refrigerated vehicles and must be accepted and signed for by the recipient. Upon immediate receipt of the delivery, vaccines must be unpacked and placed directly into your vaccine purpose built fridge.

Refer to the [National Vaccine Storage Guideline: Strive for 5](#) for more information.

Vaccines delivered via:

- > **refrigerated vehicles** are packed in a bag or carton and do not have a cold chain monitor as the temperature is monitored within the vehicle.
- > **non-refrigerated vehicles** are packed with a cold chain monitor in a re-usable esky or polystyrene esky containing ice packs. The cold chain monitor must be checked immediately upon receipt and if it indicates a temperature deviation, quarantine the stock in your vaccine purpose built fridge, and contact the Immunisation Section immediately on 1300 232 272 who will advise how to proceed.
- > **All staff (including admin/reception staff) receiving and signing for vaccines should be familiar with vaccine storage and cold chain management requirements. An excellent short module on this is available via [NSW Health Vaccine Storage and Cold Chain Management online training module](#)**

## Who can be immunised with government funded vaccines?

Keep up to date with who is eligible to be immunised under the National and State government funded immunisation programs to ensure vaccines remain available for all those who are eligible to receive them.

Visit [www.sahealth.sa.gov.au/immunisationprovider](http://www.sahealth.sa.gov.au/immunisationprovider) for immunisation information for health professionals.

The current National Immunisation Program South Australia schedule can be downloaded from the SA Health [Immunisation Resources](#) webpage.

## How will we receive news and updates?

- > The VDC provides latest information on the VDC Noticeboard located on the ordering system *Home* page upon logging in. Check for new messages each time you log in.
- > Located on the right-hand side of the Home page are *Useful Links*.

- > Communications may also be sent to the email address nominated on your VDC ordering account. Information received must be forwarded to relevant staff in your organisation.

It is essential you keep your nominated email address up to date on the *My Account* menu by selecting *Request to Update Customer Details* tab.

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## For more information

**Opening hours: Mon-Fri 9am to 5pm**  
**Vaccine Distribution Centre**  
**Communicable Disease Control Branch**  
**Public Health | Department for Health and Wellbeing**  
**(08) 7425 7139**

[healthvaccinedistributioncentre@sa.gov.au](mailto:healthvaccinedistributioncentre@sa.gov.au)  
[www.sahealth.sa.gov.au/immunisationprovider](http://www.sahealth.sa.gov.au/immunisationprovider)



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