

Contact information

Who to contact	When to contact	How to contact?
Victorian Vaccine Control Centre (VVCC)	<p>Incidents which result in, or may result in, the following scenarios should be escalated to the VVCC for support:</p> <ul style="list-style-type: none"> • The cancellation of booked appointments / disruption to services (e.g. stock shortages) • Loss or wastage of vaccine stock (e.g. theft / damage), noting cold chain breaches should be directed to the Commonwealth VOC (see below) • Confirmation of vaccination site as a COVID exposure site (requiring staff quarantine, deep clean, notification to vaccination patients etc.) • Other disruption (e.g. Code Gray/Black incidents) at sites, service disruption or public perception risk • Media coverage requiring a response from the department's Communications & Engagement team • Vaccine administration errors • ANY OTHER QUESTIONS OR CONCERNS ESCALATE TO THE VVCC 	<p>Phone (24 hours): 1800 271 131 (for COVID-19 vaccination providers only). Any public queries must call the Coronavirus hotline on 1800 675 398</p> <p>Email: vvcc@health.vic.gov.au</p> <p>Daily Huddle: VVCC will convene a daily huddle across all operational health service hubs to review operations and surface any issues for escalation / support required</p>
When to contact existing pathways		How to contact?
SAEFVIC	<p>Moderate/ unexpected and serious AEFI; vaccine administration errors</p> <ul style="list-style-type: none"> • [During business hours]: For AEFI involving adrenaline administration, defibrillator use, transfer to hospital care, life-threatening AEFI, or death, call SAEFVIC Immunisation Hotline, and complete SAEFVIC online report form. For all other AEFI, just complete SAEFVIC online report form • [Outside business hours]: For AEFI involving adrenaline administration, defibrillator use, transfer to hospital care, life-threatening AEFI, or death, call VVCC to escalate to SAEFVIC on call. SAEFVIC online report form should be completed 	<p>Phone: 1300 882 924 (option 1) (Mon - Fri 9am - 5pm)</p> <p>Out of Hours: VVCC 1800 271 131</p> <p>Online Form: www.saefvic.org.au</p>
Victorian Department of Health	<ul style="list-style-type: none"> • A critical workforce shortage has (or is likely to) occur → Follow existing workforce surge process • Consumables ordering → Follow existing consumables ordering process • PPE ordering → Follow existing consumables ordering process <p>All other 'business as usual' health service requests to the department should continue as per current processes</p>	<p>Utilise existing established channels with relevant department teams.</p> <p>Workforce surge email: COVIDstaffing@dhhs.vic.gov.au</p>
Commonwealth Vaccine Operations Centre (VOC)	<ul style="list-style-type: none"> • Cold chain breaches should be escalated to the Commonwealth <p>All other local issues may be escalated to the Commonwealth VOC via the VVCC if required</p>	<p>Phone: 1800 318 208</p> <p>Email: COVID19VaccineOperationsCentre@health.gov.au</p>
CVMS Technical Support	<ul style="list-style-type: none"> • Technical support for users of the COVID-19 Vaccine Management Solution (CVMS) tool, including issues in relation to system outage which will be escalated appropriately 	<p>Phone: 1300 024 760</p>