

# Key Contacts

## RACF COVID-19 Vaccine Rollout

The information provided below should be used in conjunction with the Australian Government Department of Health's 'Triaging process for aged care facilities' document: <https://www.health.gov.au/resources/publications/covid-19-vaccination-triage-process-and-scenario-mapping-for-residential-aged-care-facilities>

Nature of enquiry/issue	Key contact details/resources
General Information	<p><b>Australian Department of Health</b></p> <p>COVID-19 vaccine aged care readiness toolkit: <a href="https://www.health.gov.au/initiatives-and-programs/covid-19-vaccines/covid-19-vaccine-aged-care-readiness-toolkit">https://www.health.gov.au/initiatives-and-programs/covid-19-vaccines/covid-19-vaccine-aged-care-readiness-toolkit</a></p> <p>Information for aged care providers, workers and residents about COVID-19 vaccines: <a href="https://www.health.gov.au/initiatives-and-programs/covid-19-vaccines/getting-vaccinated-for-covid-19/information-for-aged-care-providers-workers-and-residents-about-covid-19-vaccines">https://www.health.gov.au/initiatives-and-programs/covid-19-vaccines/getting-vaccinated-for-covid-19/information-for-aged-care-providers-workers-and-residents-about-covid-19-vaccines</a></p> <p>COVID-19 vaccine information in your language: <a href="https://www.health.gov.au/initiatives-and-programs/covid-19-vaccines/covid-19-vaccine-information-in-your-language">https://www.health.gov.au/initiatives-and-programs/covid-19-vaccines/covid-19-vaccine-information-in-your-language</a></p> <p>COVID-19 vaccination decision guide for frail older people, including those in residential aged care facilities: <a href="https://www.health.gov.au/resources/publications/covid-19-vaccination-covid-19-vaccination-decision-guide-for-frail-older-people-including-those-in-residential-aged-care-facilities">https://www.health.gov.au/resources/publications/covid-19-vaccination-covid-19-vaccination-decision-guide-for-frail-older-people-including-those-in-residential-aged-care-facilities</a></p> <p><b>WA Primary Health Alliance</b></p> <p>Residential Aged Care COVID-19 Immunisation webpage: <a href="https://www.wapha.org.au/health-professionals/coronavirus-news/residential-aged-care-covid-19-immunisation/">https://www.wapha.org.au/health-professionals/coronavirus-news/residential-aged-care-covid-19-immunisation/</a></p> <p>General queries: <a href="mailto:racfvaccination@wapha.org.au">racfvaccination@wapha.org.au</a></p>
Interview requests	<p><b>Australian Department of Health</b></p> <p>For RACFs that require assistance, or have concerns about engaging with the media, please contact:</p> <p><b>Australian Department of Health's Media Team:</b></p> <p>Email: <a href="mailto:news@health.gov.au">news@health.gov.au</a></p> <p>Phone: (02) 6289 7400</p> <p>Mobile: 0466 533 960</p>
Information for consumers	<p><b>Australian Department of Health</b></p> <p><b>National coronavirus and COVID-19 vaccine helpline</b></p> <p>This can be used for:</p> <ul style="list-style-type: none"> <li>Clinical suitability and vaccine information (e.g. queries from RACFs prior to vaccination day).</li> <li>For information about COVID-19, COVID-19 vaccines or help with the COVIDSafe app.</li> </ul> <p>Phone number: 1800 020 080 (24 hours, 7 days a week)</p> <p>Consumers can also access information via the HealthDirect website: <a href="https://www.healthdirect.gov.au/covid-19-vaccination">https://www.healthdirect.gov.au/covid-19-vaccination</a></p>
If vaccination day is <u>not</u> scheduled	<p><b>WA Primary Health Alliance</b></p> <p>If the RACF does not have a scheduled vaccination date, all queries about the schedule date, consent, site preparedness and logistics should be directed to WAPHA at <a href="mailto:racfvaccination@wapha.org.au">racfvaccination@wapha.org.au</a>.</p>
If vaccination day is scheduled	<p><b>Aspen Medical</b></p> <p>If the RACF does have a scheduled vaccination date, queries prior to vaccination day about site preparedness, logistics and consent should be directed to Aspen Medical:</p> <p>Robert Lachmund, WA Regional Manager</p> <p>Phone number: 0418 260 497</p> <p>Email: <a href="mailto:rlachmund@aspenmedical.com">rlachmund@aspenmedical.com</a></p>

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<b>On the day on vaccination</b>	<p><b>Aspen Medical</b>            If there are issues on the day of vaccination, such as the vaccination workforce provider has not arrived or the vaccine has not arrive, please contact Aspen Medical:</p> <p>Robert Lachmund, WA Regional Manager            Phone number: 0418260497            Email: <a href="mailto:rlachmund@aspenmedical.com">rlachmund@aspenmedical.com</a></p> <p>If required, contact:  <b>Australian Department of Health</b>  <b>Vaccine Operations Centre (VOC)</b>            Email: <a href="mailto:covid19vaccineoperationscentre@health.gov.au">covid19vaccineoperationscentre@health.gov.au</a>            Phone number: 1800 318 208 (7am to 10pm (AEDT))</p>
<b>Adverse Events</b>	<p><b>General information on Adverse Event Reporting – TGA</b>  <a href="https://www.tga.gov.au/reporting-suspected-side-effects-associated-covid-19-vaccine">https://www.tga.gov.au/reporting-suspected-side-effects-associated-covid-19-vaccine</a></p> <p><b>Factsheet for monitoring residents post-vaccination and reporting requirements for more serious side effects.</b>  <a href="https://www.health.gov.au/resources/publications/covid-19-vaccination-monitoring-and-reporting-side-effects">https://www.health.gov.au/resources/publications/covid-19-vaccination-monitoring-and-reporting-side-effects</a></p> <p><b>Adverse events while Aspen Medical are on site at RACF (up to 15 mins after last vaccine)</b>            Aspen Medical manage and report the adverse event.</p> <p><b>Adverse events that occur post vaccination once Aspen Medical have handed care back to the RACF</b>            The RACF manage and report the adverse event. RACFs can report adverse events following immunisation here: <a href="https://ww2.health.wa.gov.au/Articles/A_E/Adverse-event-following-immunisation-AEFI">https://ww2.health.wa.gov.au/Articles/A_E/Adverse-event-following-immunisation-AEFI</a>            The WA Department of Health will contact the RACF on day 3 post-vaccination to ask whether there were any adverse events (death or hospitalisation).</p>