

**COVID-19 vaccine Phase 1b:**  
WHERE TO DIRECT YOUR QUERIES



**phn**  
GOLD COAST  
An Australian Government Initiative

Gold Coast Primary Health Network  
Contact Practice Support on  
[practicesupport@gcphn.com.au](mailto:practicesupport@gcphn.com.au)  
07 5612 5408

**OTHER EXTERNAL AGENCIES**

**Services Australia**  
132 150

**PRODA support**  
1800 700 199  
[ebusiness@servicesaustralia.gov.au](mailto:ebusiness@servicesaustralia.gov.au)

**HPOS**  
1800 653 809

**Queensland Health**  
07 3328 9888  
[COVID\\_AEFI@health.qld.gov.au](mailto:COVID_AEFI@health.qld.gov.au)

General enquiries and support

Technical or system issues with COVID-19 Vaccine Administration System (CVAS)

Medicare claiming, payments, or obtaining a provider number, HPOS, AIR and PRODA

Reporting adverse event following immunisation (AEFI)

Issues regarding HealthDirect

Advice on interpretation of MBS items; the Health Insurance Act and associated regulations

**DEPARTMENT OF HEALTH**

**Vaccine Operations Centre (VOC)**  
1800 318 208  
[covid19vaccineoperationscentre@health.gov.au](mailto:covid19vaccineoperationscentre@health.gov.au)  
7.00 am-10.00 pm AEST

**VOC CAN SUPPORT WITH:**

CVAS technical issues	Vaccine ordering issues	Stock management enquiries
<ul style="list-style-type: none"> <li>password resets</li> <li>email updates</li> <li>technical systems matters</li> </ul>	<ul style="list-style-type: none"> <li>CVAS system</li> <li>changing delivery information</li> <li>order acceptance issues</li> <li>delivery failures</li> </ul>	<ul style="list-style-type: none"> <li>cold-chain breaches</li> <li>wastage (general)</li> <li>wastage (threshold)</li> </ul>

**HealthDirect**  
[digital.CV19@health.gov.au](mailto:digital.CV19@health.gov.au)

**Ask MBS email advice service**  
[askmbs@health.gov.au](mailto:askmbs@health.gov.au)