

## 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"> <li>• The cancellation of booked appointments / disruption to services (e.g. stock shortages)</li> <li>• Loss or wastage of vaccine stock (e.g. theft / damage), noting cold chain breaches should be directed to the Commonwealth VOC (see below)</li> <li>• Confirmation of vaccination site as a COVID exposure site (requiring staff quarantine, deep clean, notification to vaccination patients etc.)</li> <li>• Other disruption (e.g. Code Gray/Black incidents) at sites, service disruption or public perception risk</li> <li>• Media coverage requiring a response from the department's Communications &amp; Engagement team</li> <li>• Vaccine administration errors</li> <li>• ANY OTHER QUESTIONS OR CONCERNS ESCALATE TO THE VVCC</li> </ul>	<p><b>Phone (24 hours):</b> 1800 271 131 (for COVID-19 vaccination providers only).</p> <p>Any public queries must call the Coronavirus hotline on 1800 675 398</p> <p><b>Email:</b> <a href="mailto:vvcc@health.vic.gov.au">vvcc@health.vic.gov.au</a></p> <p><b>Daily Huddle:</b> 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><b>Moderate/ unexpected and serious AEFI; vaccine administration errors</b></p> <ul style="list-style-type: none"> <li>• <b>[During business hours]:</b> 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</li> <li>• <b>[Outside business hours]:</b> 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</li> </ul>	<p><b>Phone:</b> 1300 882 924 (option 1) (Mon - Fri 9am - 5pm)</p> <p><b>Out of Hours: VVCC</b> 1800 271 131</p> <p><b>Online Form:</b> <a href="http://www.saefvic.org.au">www.saefvic.org.au</a></p>

<p>Victorian Department of Health</p>	<ul style="list-style-type: none"> <li>• A critical workforce shortage has (or is likely to) occur → Follow existing workforce surge process</li> <li>• Consumables ordering → Follow existing consumables ordering process</li> <li>• PPE ordering → Follow existing consumables ordering process</li> </ul> <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><b>Workforce surge email:</b> <a href="mailto:COVIDstaffing@dhhs.vic.gov.au">COVIDstaffing@dhhs.vic.gov.au</a></p>
<p>Commonwealth Vaccine Operations Centre (VOC)</p>	<ul style="list-style-type: none"> <li>• Cold chain breaches should be escalated to the Commonwealth</li> </ul> <p>All other local issues may be escalated to the Commonwealth VOC via the VVCC if required</p>	<p><b>Phone:</b> 1800 318 208</p> <p><b>Email:</b> <a href="mailto:COVID19VaccineOperationsCentre@health.gov.au">COVID19VaccineOperationsCentre@health.gov.au</a></p>