



Vaccine Operations Centre (VOC) End of Year Arrangements

The Vaccine Operations Centre (VOC) will adhere to the Department of Health and Aged Care Christmas shutdown period and will be closed from 3:00pm Friday 22 December 2023 until Monday 1 January 2024 inclusive.

From **Tuesday 2 January 2024** VOC regular operating hours will resume.

VOC Operating Hours from Tuesday 2 January 2024	
Monday – Friday	9am – 5pm AEDT
Saturday	CLOSED
Sunday	CLOSED

Orders and Deliveries

The last regular ordering window will close 8 December 2023 for delivery on or before Thursday 21 December. There will be no scheduled deliveries from Friday 22 December 2023 to Monday 8 January 2024.

If you are running low on stock and require additional doses, you can request an Additional Order through CVAS.

Please note, if you Request an Additional Order **after 2pm AEDT on Friday 22 December 2023**, it will be assessed upon return to normal VOC operating hours from **Tuesday 2 January 2024** and will be considered for **delivery from 8 January 2024**.

Emails sent to COVID19VaccineOperationsCentre@health.gov.au during the shutdown period will be actioned from **Tuesday 2 January 2024**.

Deliveries in January 2024:

- Orders placed between Saturday 9 December 2023 and Friday 15 December 2023 will be delivered by Requested Delivery Date (RDD) Friday 12 January 2024.
- Orders placed between Saturday 16 December 2023 and Friday 5 January 2024 will be delivered by Requested Delivery Date (RDD) Friday 19 January 2024.
- The Commonwealth will also be amending sites' Earliest Next Order dates to align with the above dates.

Orders placed from 6 January 2024 onwards will be delivered in normal delivery timeframes.

Reporting Cold Chain Breaches (CCB) during shutdown

- During the shutdown period you will be unable to phone the VOC to report a Cold Chain Breach (CCB).
- Please complete the [CCB Reporting Form](#) and email it to COVID19VaccineOperationsCentre@health.gov.au.

- Vaccine must be isolated and stored within appropriate cold chain requirements until advice has been received from the VOC once the VOC re-opens. Vaccines must be clearly labelled with “**DO NOT USE, DO NOT DISCARD**”

Reporting Vaccine Administration Errors (VAE) during shutdown

- During the shutdown period you will be unable to phone the VOC to report a Vaccine Administration Error (VAE).
- Please refer to the [ATAGI clinical guidance on COVID-19 vaccine administration errors](#) document for advice on the management of a range of possible VAEs, including when a replacement (repeat) dose is recommended.
- Please complete the [VAE Reporting Form](#) and email it to COVID19VaccineOperationsCentre@health.gov.au.

If you have a clinical enquiry during the shutdown

Please refer to the [ATAGI clinical guidance for COVID-19 vaccine providers](#) webpage.

For any Adverse Events Following Immunisation (AEFI), the VOC does not offer individualised clinical advice. Please follow your usual processes and advise your patient to seek medical assistance via their usual health care provider or, if there is an immediate risk, call 000 and request an ambulance.



Thank you for your ongoing support to deliver safe and effective COVID-19 vaccines across the community.

The staff in the VOC wish you all a safe and happy break and we look forward working with you in 2024.