

VAN Toolkit

Vaccine Account Number (VAN) Application process

VAN application overview

What is a VAN?

A Vaccine Account Number (VAN) allows providers access to all vaccines funded on the National Immunisation Program (NIP) and NSW state funded vaccines.

Who can apply for a VAN?

General practitioner, Pharmacy, Aged Care facility, Aboriginal Medical Service.

VAN application process

Access to government funded vaccines involves a comprehensive process to assess the applicant's ability to implement the National Immunisation Program.

1. Applicant to complete online [VAN application form](#).
2. Applicant will receive an email from Public Health Unit (PHU) outlining the knowledge requirements for assessment and a list of documents that must be submitted.
3. Applicant will receive a package containing vaccination resources required for site assessment.
4. Applicant to submit all required documents to PHU within one month of application.
5. PHU will review and approve documents.
6. CESPHN will arrange a call to prepare applicant for assessment.
7. PHU will organise a time with applicant to conduct a **site visit and knowledge assessment***.
8. Successful applications will be sent to Health Protection NSW (HPNSW) for approval.
9. HPNSW will email applicants with login details for the [NSW Vaccine Centre](#) portal to order NIP vaccines.

*Site visit & knowledge assessment

The PHU will conduct a site visit where they will assess the applicant's clinic, equipment, processes and knowledge on the topics outlined in the following pages of the **VAN Toolkit** as well as in the NSW Health [Immunisation Toolkit](#).

Applicants must demonstrate an understanding of, and the ability to implement, the National Immunisation Program (NIP) to gain approval for a VAN and access government-funded vaccines.

Need help?

The Immunisation Team at Central and Eastern Sydney PHN (CESPHN) can provide information and resources required to complete your VAN application, including assistance in preparing for the knowledge assessment.

The team can be contacted via email at immunisation@cesphn.com.au or by phone on **1300 986 991**.

Rejected VAN applications

The PHU will reject and/or close VAN applications if documents are not submitted within **one month** of application, or if VAN application is incomplete **three months** after initial application.

Applicants who remain interested in pursuing a VAN following a failed application are required to re-apply once they are adequately prepared by completing the online [VAN application form](#).

Documents to be submitted to the PHU

All documents must be submitted to your PHU in a **single email**:

- **South Eastern Sydney LHD:** SESLHD-PublicHealthUnit-IMMTeam@health.nsw.gov.au
- **Sydney LHD:** slhd-immunisation@health.nsw.gov.au

Document checklist

- ☐ Copy of fridge min/max temperature chart (2 months) – front & back
- ☐ Data logger report & graph for previous week (min 72 hours) – set at 5 min intervals
- ☐ Copy of the latest fridge service report (unless fridge purchased <12 months ago)
- ☐ Copy of the last “Vaccine storage self-audit” (unless fridge purchased <12 months ago)
- ☐ Photos of vaccine fridge (inside & outside)
- ☐ Photo of fridge min/max thermometer (inbuilt or portable)
- ☐ Photo of data logger device
- ☐ Photo of labelled NIP vaccine baskets in fridge
- ☐ Photo of fridge power point with sticker “DO NOT turn off power or disconnect this refrigerator”
- ☐ Video demonstrating how to check fridge min/max temperatures & how to reset thermometer
- ☐ Photo of power outage equipment: cooler, portable min/max thermometer, insulating material, ice packs, printed copies of ‘vaccine cooler temperature chart’
- ☐ Video demonstrating how to use portable min/max thermometer, including reset
- ☐ Photo of completed ‘vaccine cooler temperature chart’ - *Practice packing the cooler (without vaccines) and record temperatures as per instructions on ‘vaccine cooler temperature chart’*
- ☐ Photo of anaphylaxis kit – with expiry dates clearly visible for adrenaline, syringes & needles
- ☐ Photo of room to be used for vaccine administration
- ☐ Copies of cold chain certificates for all staff members involved in handling vaccines (GPs, nurses, pharmacists, admin)
- ☐ Copy of your Vaccine Management Protocol (VMP)

Checklist: VAN application requirements

1. Immunisation scope of practice

	Information
1.1 Scope of practice	The NCIRS Scope of practice for healthcare professionals document outlines who is authorised to prescribe and/or administer vaccines. ACTION: Authorised pharmacist and nurse immunisers must review NSW standards to understand which vaccines are approved for administration and any limitations of use: • NSW pharmacist vaccination standards • NSW authorised registered nurse and midwife vaccination standards

2. Clinical information and advice

	Information
2.1 Clinical information	The Australian Immunisation Handbook provides clinical information and advice on the use of vaccines for health professionals. ACTION: Providers must demonstrate the ability to navigate the Handbook to locate and apply accurate clinical advice and recommendations for vaccine-preventable diseases. Pharmacists are recommended to watch Pharmacist Immunisation - Video explainer series.
2.2 Immunisation Toolkit	The NSW Health Immunisation -Toolkit 2026 been developed to support vaccination providers to implement the National Immunisation Program in NSW. Vaccination providers play a critical role in shaping patient attitudes towards immunisation and maintaining high vaccination coverage. ACTION: Immunisation providers must demonstrate a thorough understanding of the Immunisation Program and Schedule, and the ability to discuss vaccination with patients to support informed decision-making.

3. Vaccination room

	Information
3.1 Vaccination room	Your clinic is required to have a dedicated room appropriate for the purpose of administering vaccinations. Overall, the room should maintain patient privacy, have sufficient lighting, be clean and large enough to fit at least two people. The space must allow for emergency services to enter the room in case of an emergency. ACTION: Ensure your room meets the standards and requirements for a vaccination room: Pharmacist providers: NSW Pharmacist Vaccination Standards - D. Immunisation room/area GP providers: RACGP The practice layout and Standards for general practice - GP5.1

4. Government funded vaccines

	Information
4.1 NIP funded vaccines	The NIP schedule is a series of immunisations given at specific times throughout a person's life. The immunisations range from birth through adulthood. All vaccines listed in the NIP schedule are provided free by the Commonwealth. ACTION: Display NSW Immunisation Schedule poster provided. Understand which vaccines are funded on the NIP and demonstrate ability to recommend NIP funded vaccines to eligible patients.
4.2 State funded vaccines	There are additional vaccines funded by NSW Health for specific groups. ACTION: Save link to NSW funded vaccines. Understand which vaccines are funded by NSW Health and demonstrate ability to recommend state funded vaccines to eligible patients.
4.3 Catch up vaccines	Catch-up vaccines are available under the NIP for eligible people who did not receive them as children. The Catch-up Calculator can create a catch-up schedule for people who have missed any scheduled NIP vaccines. ACTION: Save link to catch-up vaccines. Understand which vaccines are available as catch-up vaccines and demonstrate ability to recommend NIP funded catch up vaccines to eligible patients.
4.4 Non-funded vaccines	The NCIRS immunisation schedules summarise recommendations in accordance with the Australian Immunisation Handbook and include vaccines that are not funded. ACTION: Understand vaccines which are recommended but not funded (private vaccines) and demonstrate ability to recommend appropriate private vaccines to patients.

5. Australian Immunisation Register (AIR)

	Information
5.1 Access AIR	The Australian Immunisation Register (AIR) is a national register that records vaccines given to all people in Australia. ACTION: Ensure all immunisation providers have access to AIR via HPOS through PRODA. Ensure clinical software is integrated with AIR. Pharmacists must also complete the NSW Pharmacist Immuniser Declaration for to apply for an AIR provider number.
5.2 Record encounters	It is mandatory for providers to upload vaccination records to the AIR, under the Australian Immunisation Register Act 2015. ACTION: Use the AIR to record immunisation encounters and overseas vaccination records.
5.3 Check history	Before administering any vaccine, providers must review a patient's immunisation history on AIR to avoid incorrect intervals between doses or giving duplicate vaccines. ACTION: Use AIR to view immunisation history and download Immunisation History Statements.

6. Cold Chain Management (CCM)

	Information
6.1 Guidelines	All government funded NIP vaccines are required to be stored according to the National Vaccine Storage Guidelines – Strive for 5, 4th edition to ensure potent and effective vaccines are administered to patients. ACTION: Review page 33-34 of Strive for 5 to develop a Vaccine Management Protocol (VMP) for your clinic. Review NSW Health Cold Chain Toolkit and Safe Vaccine Storage Checklist to ensure you are compliant with NSW standards.
6.2 Training	Vaccine management is the responsibility of ALL staff ordering and handling vaccines. Immunisation providers are responsible for ensuring all staff are trained. ACTION: A minimum of two staff members must complete the NSW Health online training module Vaccine Storage and Cold Chain Management. It is best practice that all staff complete training.
6.3 Fridge	NIP vaccines MUST be stored in a purpose-built vaccine refrigerator which are designed to maintain stable temperatures. Fridge must have adequate space to store NIP vaccines. ACTION: Review Strive for 5 (page 13-14) to ensure your fridge meets minimum requirements. Ensure fridge has been serviced within the last 12 months.
6.4 Min/max thermometer	The vaccine fridge must be monitored twice a day using either the fridge inbuilt min/max thermometer or a portable min/max thermometer. ACTION: Relevant staff must be trained to manually record min/max/current temperatures in Temperature Logbook provided. Document process in VMP.
6.5 Data logger	All vaccine refrigerators must have a permanent data logger to record temperatures at 5-minute intervals. Data must be downloaded and saved weekly. ACTION: Relevant staff must be trained to review weekly temperature reports to ensure temperatures have stayed within range. All temperature readings outside 2°C to 8°C must be investigated and actioned as a 'breach' or 'deviation'. Document process in VMP.
6.6 Vaccine baskets	NIP vaccines should be stored in open-weave baskets, in their original cardboard boxes. ACTION: Clearly label baskets with the name/s of the vaccine/s using NIP vaccine stickers provided. Follow guidance on how to organise vaccine fridge.
6.7 Self-audit	ACTION: Immunisation providers are required to complete a mandatory Vaccine storage self-audit at least once every 12 months. This includes servicing vaccine fridge annually.

7. Cold Chain Breach (CCB)

	Information
7.1 Cold chain breach (CCB)	A cold chain breach (CCB) occurs when vaccine storage temperatures have been outside of the 2°C to 8°C range, <i>excluding temperatures between 8°C to 12°C for less than 15 minutes</i>. All CCBs must be immediately reported to the PHU. - Any temperature below 2°C is CCB - Any temperature above 12°C is CCB - Temperatures between 8°C to 12°C for MORE than 15 minutes is CCB ACTION: Understand the effect of CCBs on vaccine potency. Display CCB poster provided. Review CCB management protocol found in Temperature Logbook provided. Understand how to identify and manage a CCB. Document process in VMP.
7.2 Reporting a CCB	Clinics located in South Eastern Sydney LHD: All CCBs must be immediately reported to the Public Health Unit by completing the online survey available on the SESLHD website. ACTION: Review steps for reporting a CCB as outlined on SESLHD website. Save links to website and online survey. Document process in VMP. Clinics located in Sydney LHD: All CCBs must be immediately reported to the Public Health Unit by completing the PDF reporting form and emailing to SLHD-Immunisation@health.nsw.gov.au ACTION: Save link to PDF reporting form and PHU email. Document process in VMP.
7.3 Temperature deviations	Temperatures between 8°C to 12°C for LESS than 15 minutes is a temperature deviation – these are not considered a CCB. Deviations can occur while restocking the fridge, checking vaccine expiry dates, etc – ensure temperatures do not exceed 12°C while undertaking these activities. The reason for temperature deviations must be recorded. If the reason for temperature deviation is unknown – this is a fridge malfunction, and the PHU must be contacted immediately on 1300 066 055. ACTION: Understand the difference between temperature deviations and a CCB. Record all temperature deviations in Temperature Logbook provided. Document process in VMP.
7.4 Light exposure breach	If exposed to direct light, vaccines may lose potency and become less effective – this includes exposure to sunlight, ultraviolet (UV) light, or fluorescent light. ACTION: Ensure all vaccines are stored in their original cardboard packaging, and all staff are educated. All light exposure breaches must be immediately reported to PHU (see reporting a CCB). Document process in VMP.

8. Alternative storage: Power outage or fridge malfunction

	Information
8.1 Equipment	In the event of a power outage or fridge malfunction, the following equipment is required for emergency vaccine storage. Equipment can also be used for transporting vaccines offsite. • Solid-walled cooler or esky – must have sufficient space to store all NIP vaccines (multiple coolers may be required). Review Strive for 5 (page 26) • Ice packs stored in onsite freezer • Bubble-wrap or polystyrene chips • Portable min/max thermometer/s for each cooler • Printed copies of the vaccine cooler temperature chart stored inside cooler/s ACTION: Each clinic must pack the cooler (without vaccines) to confirm it can maintain temperatures within 2°C to 8°C. Review instructions on how to pack a cooler in Strive for 5 (page 28). Follow temperature monitoring instructions on vaccine cooler temperature chart (NOTE: procedures differ depending on whether the ice packs have been <i>conditioned</i> or not).
8.2 Power outage	In the event of a power outage, vaccination providers must have a clear plan to salvage NIP vaccines and prevent vaccine wastage. Options for alternative storage is outlined in Strive for 5 (page 24). ACTION: Print and review protocol for managing NIP vaccines in a power failure. Practice implementing back-up plan (without vaccines) to ensure that the plan will work in a real power failure situation. Document process in VMP.
8.3 Critical points	Cooler temperature data • Never use a cooler for vaccine storage without a min/max thermometer or data logger. • If there is no temperature data, vaccines cannot be salvaged. • Temperature monitoring and recording are mandatory to verify if temperatures have remained within the required range. Risk of freezing • Vaccines must not directly touch ice packs in cooler. • Freezing can occur easily in all coolers, usually in the first 2 hours after packing. • For the first 2 hours, monitor the cooler temperature every 5-15 minutes, and then at least hourly. Storage contingencies • Domestic refrigerators MUST NOT be used for vaccine storage even for a temporary basis (including bar fridges, commercial fridges or industrial fridges). • If there is no suitable alternative monitored storage option, leave vaccines in the PBVR with the door closed for the duration of the power outage.

9. Vaccine safety and reporting

	Information
9.1 Anaphylaxis training	Immunisation providers must be trained to identify, manage and treat anaphylaxis. ACTION: Display anaphylaxis management flowchart provided. Complete anaphylaxis e-training or refresher course (recommended annually).
9.2 Anaphylaxis response kit	An anaphylaxis response kit must be available in each room where vaccines are administered. Contents must be checked to ensure they are not expired – including needles, syringes and adrenaline. Adrenaline is light sensitive and must be protected from light. ACTION: Prepare an anaphylaxis response kit for each treatment room. Kit must contain all equipment, medicines and protocols as outlined in the Handbook.
9.3 Common reactions	Reactions such as fever, pain or redness at the site of injection, commonly occur after vaccination with some vaccines. These reactions are mild, short-lived and should be expected. After vaccination, patients should be provided with an information sheet on common reactions following vaccination – what to expect and what to do. ACTION: Order information sheet. Understand expected reactions associated with specific vaccines, including their typical duration, and be able to identify reactions that require immediate medical attention.
9.4 Reporting adverse events	An adverse event following immunisation (AEFI) is any negative reaction that follows vaccination and is a notifiable condition under the NSW Public Health Act. ACTION: All suspected AEFIs must be reported to both the Therapeutic Goods Administration (TGA) and the Public Health Unit (PHU) by calling 1300 066 055.
9.5 Reporting administration errors	Vaccination administration errors (VAEs) can occur because of errors in vaccine selection, preparation, handling, storage or administration. Errors include administering an expired vaccine, or a vaccine compromised by a cold chain breach. ACTION: Following any vaccine administration error, immediately seek advice from the Public Health Unit (PHU) by calling 1300 066 055.

10. Ordering, receiving & disposal of vaccines

	Information
10.1 State Vaccine Centre	The NSW Vaccine Centre is an online ordering portal to access NIP and state funded vaccines. Successful applicants will be given a Vaccine Account Number to log in. ACTION: Read NSW Vaccine Centre: User guide for immunisation providers. Document process in VMP for ordering, receiving, rotating and disposing vaccines.
10.2 Ordering vaccines	Immunisation providers should aim for one routine vaccine order per month. Minimise wastage by maintaining minimum appropriate levels of stock. ACTION: Read Ordering vaccines guidelines.
10.3 Receiving vaccines	Vaccine deliveries are required to be checked and placed in fridge as a priority. The heat monitor and cold monitor must be checked immediately upon opening the vaccine delivery. ACTION: Read Receiving a vaccine delivery guidelines.
10.4 Stock rotation	Minimise vaccine wastage by checking expiry and rotating stock monthly. ACTION: Bring vaccines with the shortest dates to the front and use first. Vaccines with less than 2 months expiry should be recorded in Temperature Logbook provided.
10.5 Vaccine disposal	Expired NIP vaccines must be reported and should be disposed of in a clinical waste or RUM bin in accordance with local requirements. ACTION: Report expired NIP stock in the NSW Vaccine Centre portal.

11. Free immunisation resources

	Information
11.1 Resources	Free immunisation resources are available from the Department, NSW Health, and CESPHN to support providers in the delivery of NIP vaccines. ACTION: Complete order form to access a wide range of immunisation resources including: • Posters • Brochures • Stickers • Magnets • Height chart • Temperature Logbook