

ONSITE FLU VACCINATION PROGRAM

FAQ

How do I book my spot to receive an influenza vaccination?

To book your vaccination appointment, please follow the unique web link advertised by your organisation, or the QR code if provided on posters. This will bring you to a page with a list of the clinic(s) available to book your appointment.

In order to complete your booking, you are required to complete key data including medical consent questions, and personal details and choose your appointment time.

There may be further custom questions added by your organisation to gather relevant data. This data has been requested by your organisation as part of the booking process.

Without providing accurate data, this may result in the nurse not understanding your medical background and/or causing issues with our ability to update your Immunisation record.

How do I cancel my booking?

To cancel your onsite booking please see your confirmation email, this will have a function to enable you to cancel your booking. If you need to search your emails for your booking confirmation, please search your emails for an email sent from noreply@ausvacs.com.au.

Alternatively, you may also email AVS at enquiry@ausvacs.com.au and one of our friendly team members will be more than happy to assist.

How do I move my booking to a different time?

You can change your appointment time within your confirmation email once you've made your original booking. You can change or cancel your appointment from the link provided.

To move your booking to another spot, you can contact the main coordinator at your organisation who can change it for you through their access to our system.

Alternatively, you may also contact AVS and one of our friendly team members will be more than happy to assist.

What happens when all clinics are fully booked?

If a clinic that you wish to attend is full, there is a waiting list option that you can select. Please complete all the details, and if a spot becomes available, we will select an appointment for you based on the space that became available (based on the order people joined the waiting list).

Once you have been added to a clinic you will receive a notification via email advising you that we have booked you into a clinic.

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Which type of flu shot will be available?

In line with the Department of Health's National Immunisation (NIP), we offer the 2025 Quadrivalent egg-based influenza vaccine this season. The composition for the influenza vaccine for use in the Southern Hemisphere's influenza season for the 2025 will contained the following:

- an A/Victoria/4897/2022 (H1N1) pdm09-like virus;
- an A/Croatia/10136RV/2023 (H3N2)-like virus;
- a B/Austria/1359417/2021 (B/Victoria lineage)-like virus;
- and B/Phuket/3073/2013 (B/Yamagata lineage)-like virus

Cell-based vaccines and over 65s flu vaccines are not available via AVS. Please consult your local pharmacy or your GP if you require one of these vaccines. Please note, the cost of these vaccines may not be covered by your company's vaccination program

I am feeling unwell should I still get vaccinated?

If you feel unwell, we recommend talking to your GP beforehand or you may ask the nurse on the day who will advise from there.

Can I get vaccinated for Covid and Flu on the same day?

Yes, you can get vaccinated for both on the same day. The Department of Health has advised that the co-administration of COVID-19 and influenza vaccines is safe and produces a good immune response.

Who updates my immunisation record and how long does it take?

Your immunisation record will be updated within 5 business days after your clinic has been completed.

Should you not see your recent immunisation upload after 5 business days, then please email AVS via enquiry@ausvacs.com.au and we will update your record manually. Please provide your name, company name and date of vaccination in the email.

Upon an AVS team member successfully updating your record, please allow up to 24 hours for this to update on your Medicare record.

AVS can also send you an email confirming your vaccination should you require evidence more urgently.

PHARMACY VACCINATION PROGRAM

FAQ

How do I download a voucher?

To download a pharmacy voucher please follow the unique link provided by your organisation. This will take you to a page with a map of all available pharmacy locations.

The steps for finding your ideal pharmacy:

- Enter your postcode and press the search
- The map will narrow the field of view to the post-code
- Select a pharmacy pin (colours vary depending on pharmacy brand)
- The pharmacy brand selection will automatically change on the left side, you do not need to filter.
- Enter your name, email and any additional criteria requested by your organisation.
- Submit a request and the voucher will be emailed to you automatically.

How do I change my voucher to a different pharmacy?

To change your voucher to a different pharmacy please [click here](#).

Alternatively, to resend your voucher please [click here](#).

Once you have been sent to the landing page, please follow the prompts to access a new voucher with an alternate pharmacy chain. If you cannot see the pharmacy chain, you would like to move to this may be because; we are not partnered with that chain this season, or you may be able to use your current voucher with that current chain.

How long do I have before my voucher expires?

All vouchers will expire at the end of July however, Chemist Warehouse ends its program early around mid-June. So don't leave it too late!

Can I use my voucher at any pharmacy within that chain?

Yes, you can use your voucher with any pharmacy within that chain. For example, if you download a Priceline voucher with you may book a vaccination with any participating Priceline pharmacies.

Can I get vaccinated for Covid and Flu on the same day?

Yes, you can get vaccinated for both on the same day. The Department of Health has advised that the co-administration of COVID-19 and influenza vaccines is safe and produces a good immune response. Please [click here](#) for further information.

PHARMACY VACCINATION PROGRAM

FAQ

How do I cancel my voucher?

To cancel your pharmacy voucher please email enquiry@ausvacs.com.au and one of our team will cancel the voucher for you. Please provide your name, voucher number and company in the email request.

If you have made a booking with your voucher code, you must cancel your appointment directly with the pharmacy. Without cancelling your appointment and voucher, the voucher will be marked as redeemed and your company will be charged for the voucher.

Who updates my immunisation record?

The pharmacy you received your influenza vaccination will update your immunisation records. Should you have any issues with this you will need to contact the pharmacy as the pharmacy gathers your personal data.

I am feeling unwell should I still get vaccinated?

In a situation like this, we recommend talking to the pharmacy where you made the appointment, if possible, before the day of your booking, who will advise from there.

When does my pharmacy voucher expire?

Pharmacy vouchers will expire at the end of July (31st of July) except for Chemist Warehouse, whose vouchers expire June 23rd. The expiry date is also shown within your voucher email.

Why is the pharmacy not accepting my voucher?

There are several reasons your voucher may not have been accepted.

➤ When trying to book an appointment early in the influenza vaccine window (mid-late March), some pharmacies may not yet have received their vaccine stock, they will then not have appointments advertised until then. Alternatively, if you cannot see an appointment on the pharmacy website, please call the pharmacy to confirm they will be receiving stock.

➤ You may be trying to book your appointment after the vouchers expiry date (July 31st).

➤ The specific pharmacy branch may not be participating in our voucher program, i.e. not all Chemist Warehouse pharmacies can provide pharmacy vaccinations. Only locations shown on our website are participating in the program.

➤ There may be issues with the system of your selected pharmacy, or our internal system. In this case, please contact AVS, we will then work on a solution with our internal team or with the pharmacy directly.

REIMBURSEMENT PROGRAM FAQ

How do I request a reimbursement?

To request a reimbursement, you will first need to contact your company's coordinator to make sure this is a service we are providing your organisation. Your coordinator will have been provided with a link for staff members to upload their reimbursement requests. What information do I need to provide when applying for a reimbursement?

In order to make a claim, you will need to submit:

- Receipt for the vaccination
- Proof of vaccination

How long does a reimbursement request take?

This depends on how frequently your coordinator is approving/rejecting the requests. We can only reimburse you once the request has been approved by your program coordinators. All approved claims are paid every two weeks.

How do I find the status of my reimbursement?

The main coordinator of your influenza vaccination program will have been provided with a link where you can track the status of your reimbursement. Alternatively, you can email AVS at enquiry@ausvacs.com.au, and we will provide you with the link to the status page.

My Reimbursement was approved however the money hasn't come into my Bank Account.

Once approved and the payment has been made by AVS, it may take up to 48 hours for the payment to come through (this also depends on the bank you're with).

Another reason you may not receive the payment is that you could have provided incorrect bank details so please doublecheck before completing the form. If you wish to email us about your reimbursement, please email enquiry@ausvacs.com.au and include your name, company name and reimbursement claim number. =

Why did my reimbursement get rejected?

Your reimbursement may have been rejected for the following reasons:

- Poor image quality of either the receipt, proof of vaccination or both.
- Failing to provide proof of vaccination or receipt.
- The reimbursement did not match your receipt.