



Module 1

IMMUNISATION AND VACCINE MANAGEMENT

Western Sydney General Practice Nurse Support Toolkit

The Western Sydney General Practice Nurse Support Toolkit has been developed for nurses who are new to general practice. The aim is to upskill the workforce by providing education, information and support.



Acknowledgements

We would like to acknowledge that this toolkit has been adapted from the Brisbane South Primary Health Network (BSPHN) Practice Nurse Support Program Workbook. Some material in this toolkit has been extracted from organisations including the Institute for Health Care Improvement, Western Sydney Diabetes (WSD), Western Sydney Local Health District (WSLHD), the Royal Australian College of General Practitioners (RACGP), the Australian Government Department of Health and Aged Care (DoHAC), the Agency for Clinical Innovation (ACI), Best Practice Software, Medical Director, PenCS, Train IT Medical, and BSPHN. These organisations retain copyright of their original work, and we have abided by licence terms. Referencing of material is provided throughout.

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Welcome to the Western Sydney Primary Health Network General Practice Nurse Support Toolkit

Nursing in a general practice setting is a fast-growing and dynamic area of the nursing profession. In the Western Sydney area alone, there are approximately 350 general practices, with the majority of these practices employing a practice nurse.

The general practice nurse plays a vital role in assisting with primary health care delivery. Nurses are skilled, knowledgeable, and valuable health professionals who complement the general practice team. The general practice nurse role is unique and can often require different knowledge and skills than hospital or community nursing.

The Western Sydney Primary Health Network General Practice Nurse Support (GPNS) Toolkit provides support to new, returning or transitioning nurses working in general practice.

The aim of the toolkit is to upskill the general practice nurse workforce, leading to improved patient wellbeing through prevention, early intervention and self-management of chronic conditions, and a reduced burden on acute care.

The Western Sydney Primary Health Network GPNS Toolkit provides opportunities to increase knowledge and skills through:

Access to continuing professional development (CPD) activities tailored to general practice nurse roles

- Provision of competency-based resources and information
- Assistance in implementing and enhancing practice systems that promote health screening activities
- Promotion of best practice to improve patient outcomes

Note: This toolkit is a guide and reference tool only and does not qualify the user to perform any activities upon completion.

Important Information

Learning modules support and complement the general practice nurse role and day-to-day tasks in general practice.

Each module includes:

- Introduction
- Resources
- Optional online learning

Learning modules are self-directed and may be completed in any order.

Pre-program Activity

Before the commencement of your first module, view the following:

TOPIC	DETAILS	WEBSITE
The Australian Primary HealthCare Nurses Association	The Australian Primary Health Care Nurses Association (APNA) – APNA is the peak body and professional membership association for all nurses working outside of a hospital setting in Australia. APNA champions the role of primary health care nurses to advance professional recognition, ensure workforce sustainability, nurture leadership in health, and optimise the role of nurses in patient-centred care.	Access now
		Access now
Nursing in General Practice	Practice Nurse Central – Information about nursing in general practice	Access now
	Australian College of Nursing – Guide for the general practice team (2017)	Access now
	Australian Nursing and Midwifery Foundation (ANMF) – Position Statement: Nursing and midwifery in general practice	Access now
	Royal Australian College of General Practitioners – The value of general practice nurses	Access now
Employing a Nurse in General Practice	The Australian Primary Health Care Nurses Association – Benefits of Having a Nurse in General Practice	Access now
	The Australian Primary Health Care Nurses Association – Nursing Roles in General Practice	Access now
	The Australian Nursing & Midwifery Federation – National Toolkit for Nurses in General Practice	Access now
National Practice Standards for Nurses in General Practice	The Australian Nursing & Midwifery Federation – National practice standards for nurses in general practice. ANMF articulates what constitutes best practice for registered nurses and enrolled nurses involved in, and being attracted to, the increasingly popular area of general practice.	Access now
Registered Nurse Standards for Practice	Nursing Midwifery Board of Australia – Nurses and midwives must be registered with the Nursing and Midwifery Board of Australia, and meet their standards, to practice in Australia.	Access now

TOPIC	DETAILS	WEBSITE
Enrolled Nurse Standards for Practice	Nursing Midwifery Board of Australia – Enrolled nurse standards for practice Nurses and midwives must be registered with the Nursing and Midwifery Board of Australia, and meet their standards, to practice in Australia.	Access now
Nurse Scope of Practice	Nursing Midwifery Board of Australia – While the foundational education of registered nurses (RNs), enrolled nurses (ENs), nurse practitioners (NPs) and midwives in Australia captures the full breadth of the scope of the profession at the graduate entry level, the scope of practice of individual practitioners is influenced by the settings in which they practise. This includes the health needs of people, the level of competence and confidence of the nurse or midwife, and the policy requirements of the service provider. As the nurse or midwife gains new skills and knowledge, their scope of practice changes.	Access now
Professional Indemnity Insurance	Nursing Midwifery Board of Australia – Under the National Law, nurses and midwives must not practise the profession in which they are registered unless they hold appropriate professional indemnity insurance (PII) arrangements about their practice.	Access now
	Nursing Midwifery Board of Australia – If you are employed, and you only work for an employer, your employer is likely to have PII arrangements that provide appropriate cover for your practice and the risks involved in your work. An employer's PII arrangements will only provide cover for activities you carry out as part of your duties during your employment. Arrangements can vary between different employers, so if you are not sure about what is covered by your employer's PII arrangements, you should always check with your employer.	Access now
Continuing Professional Development (CPD)	Nursing Midwifery Board of Australia – Continuing professional development (CPD) is how nurses and midwives maintain, improve, and broaden their knowledge, expertise, and competence, and develop the personal and professional qualities required throughout their professional lives.	Access now
	APNA - What is CPD?	Access now

TOPIC	DETAILS	WEBSITE
WentWest, the Western Sydney Primary Health Network	WentWest – As WentWest, the Western Sydney Primary Health Network (WSPHN), we are focused on addressing both regional and national health challenges. Together with health professionals, partners from both the health and hospital sectors, and community members, we seek to identify gaps and commission solutions for better health outcomes.	Access now
	WentWest – Nurse Connect is a quarterly event for nurses in Western Sydney that provides a community of practice, networking, and education.	Email nurseconnect@wentwest.com.au to be added to the nurse education/nurse connect email distribution list.
	WentWest – We host events specifically designed to provide health professionals in Western Sydney with the latest information and resources.	Access now
	WentWest – Our weekly newsletter features health care updates, resources, and upcoming events for health care professionals such as general practitioners (GPs), allied health professionals, practice nurses and practice staff working in Western Sydney.	Access now
Western Sydney Community HealthPathways	HealthPathways – Developed by local GPs, specialists, nurses and allied health providers, Western Sydney HealthPathways supports health professionals by providing local, relevant information on managing medical conditions and referral options for their patients.	Access now To access Western Sydney HealthPathways, you will need the general login details. For more information, please email the HealthPathways team at healthpathways@wentwest.com.au
Communities of Practice	Communities of Practice – Networks to share information with other nurses in general practice.	Facebook groups: <ul style="list-style-type: none"> • Australian General Practice Nurses Network • Western Sydney Practice Nurses • Australian Nurse Network • Australian GP Nurses Network - Immunisations • NurseStrong • APNA Member Only Group • For The Love of Healthcare

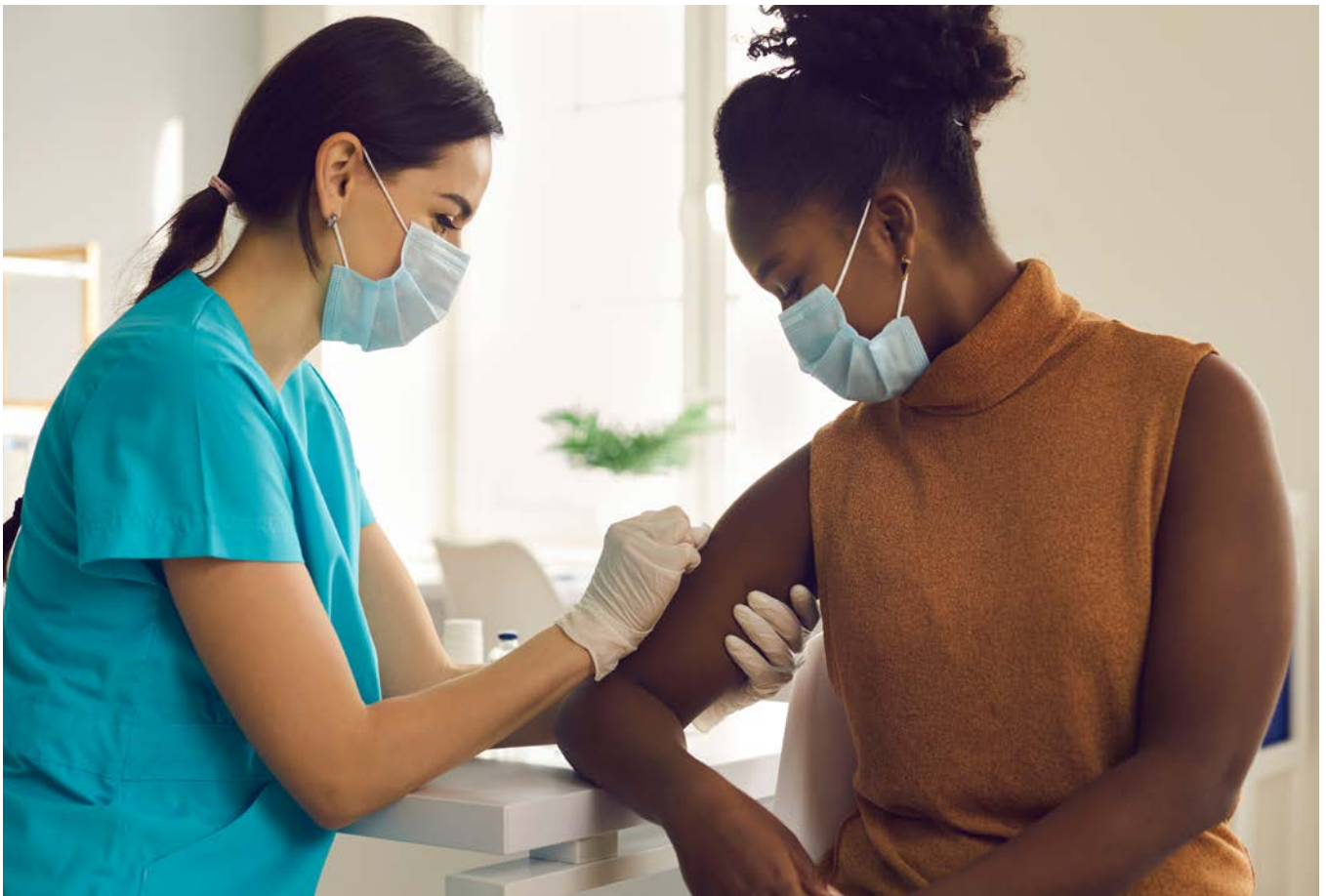
Module 1

Immunisation and Vaccine Management

On completion of this module, you will:

- Know how to access the [National Guidelines for Immunisation and Vaccine Management](#)
- Know how to provide vaccinations as per the [New South Wales Immunisation Schedule](#)
- Know how to apply vaccination procedures as per the [Australian Immunisation Handbook \(AIH\)](#)

Note: Completion of this module is a guide only and does not certify the reader to provide vaccinations or allow the nurse to be an Authorised Nurse Immuniser.



Immunisation

Immunisation is a simple, safe and effective way of protecting people against harmful diseases that can cause serious health problems in the community. It not only protects individuals from life-threatening diseases but also dramatically reduces community transmission. The more people who are vaccinated, the fewer opportunities a disease has to spread.

Immunisation uses the body's natural defence mechanism, the immune response, to build resistance to specific viral infections. When a person is vaccinated, their body produces an immune response in the same way their body would after exposure to the actual disease, but without the person suffering symptoms of the disease. When a person comes in contact with that disease in the future, their immune system will be able to respond fast enough to prevent the person from developing the disease.

The National Immunisation Program (NIP) funds vaccines that have been chosen specifically to provide the safest and most effective protection against vaccine-preventable diseases at the most appropriate age. It is very important to provide immunisation on time at the correct age in line with the recommended vaccines on the NIP schedule. Delaying a child's immunisation can place them at increased risk of catching vaccine-preventable disease.

People may receive, or be recommended to receive, vaccines that are not part of the routine immunisation schedule, for example, people:

- Who are travelling overseas
- With a medical condition that puts them at increased risk of contracting a vaccine-preventable disease
- At occupational risk of disease¹

¹Australian Immunisation Handbook
<https://immunisationhandbook.health.gov.au/>

Some diseases that can be prevented by routine childhood immunisations include:

- Whooping cough (pertussis)
- Measles
- German measles (rubella)
- Pneumococcal disease
- Chickenpox (varicella)
- Influenza (flu)
- Haemophilus influenzae type b (Hib)
- Tetanus
- Mumps
- Polio
- Diphtheria
- Rotavirus
- Hepatitis B
- Meningococcal
- Human Papillomavirus

Immunisation Resources

Advice for Immunisation Providers:

Visit the [National Centre for Immunisation Research and Surveillance Australia – Specialist immunisation services webpage](#). Health professionals are encouraged to contact their local Public Health Unit (PHU) as their first point of contact. Phone: **1300 066 055**

For further support visit: [NSW Immunisation Specialist Service](#) (NSWISS)

Immunisation providers are requested to email clinical questions to NSWISS contact SCHN-NSWISS@health.nsw.gov.au and include a contact phone number. Responses will be provided via email or return phone call as appropriate within one business day. The NSWISS email inbox is monitored Monday to Friday 9:00am-5:00pm.

For urgent after-hours advice on the immediate investigation and management of serious Adverse Event Following Immunisation (AEFI), clinicians can contact NSWISS via The Children's Hospital at Westmead switchboard on **9845 0000** and ask for the on-call immunisation specialist.

[The Department of Health and Aged Care – Immunisation](#)

[The Department of Health and Aged Care – Australian Immunisation Handbook](#)

[Department of Health and Aged Care – Routine Childhood Immunisation: Health Professionals' Kit](#)

[National Centre for Immunisation Research and Surveillance Australia – Administration of Vaccines: Scope of Practice for Health Care Professionals](#)

[The Department of Health and Aged Care – Questions about Vaccination](#)
[The Department of Health and Aged Care – Following Vaccination: What to Expect and What to Do](#)

[The Department of Health and Aged Care – Managing Anaphylaxis poster](#)

[The Department of Health and Aged Care – Preparing an Anaphylaxis Response Kit poster](#)

[Services Australia – Immunisation History Form](#)

[National Centre for Immunisation Research and Surveillance Australia – No Jab No Play, No Jab No Pay](#)

[Services Australia – Medical Exemption Form](#)

[NSW Health – Adverse Event Following Immunisation](#)

[National Centre for Immunisation Research and Surveillance](#)

[NSW Health – Information for Immunisation Providers](#)

[NSW Health – Immunisation Schedule](#)

[Western Sydney Local Health District – Centre of Population Health: Immunisation](#)

[Western Sydney Public Health Unit – Contact details](#)

[Australian Immunisation Register \(AIR\)](#)

[Australian Immunisation Register](#)

Helpdesk Phone: **1800 653 809**

[eBusiness Service Centre, Health Professional Online Services \(HPOS\) and Provider Digital Access \(PRODA\)](#)

Phone: **1800 653 809**

[Services Australia – Record an Encounter](#)

[Australian Government Department of Home Affairs – Free Translating Service](#)

[The Department of Health and Aged Care – Foreign Language Terms: Aids to Translating Foreign Immunisation Records](#)

[Immunize.org – Quick Chart of Vaccine – Preventable Disease Terms in Multiple Languages](#)

[The Department of Health and Aged Care – Catch-Up Resources](#)

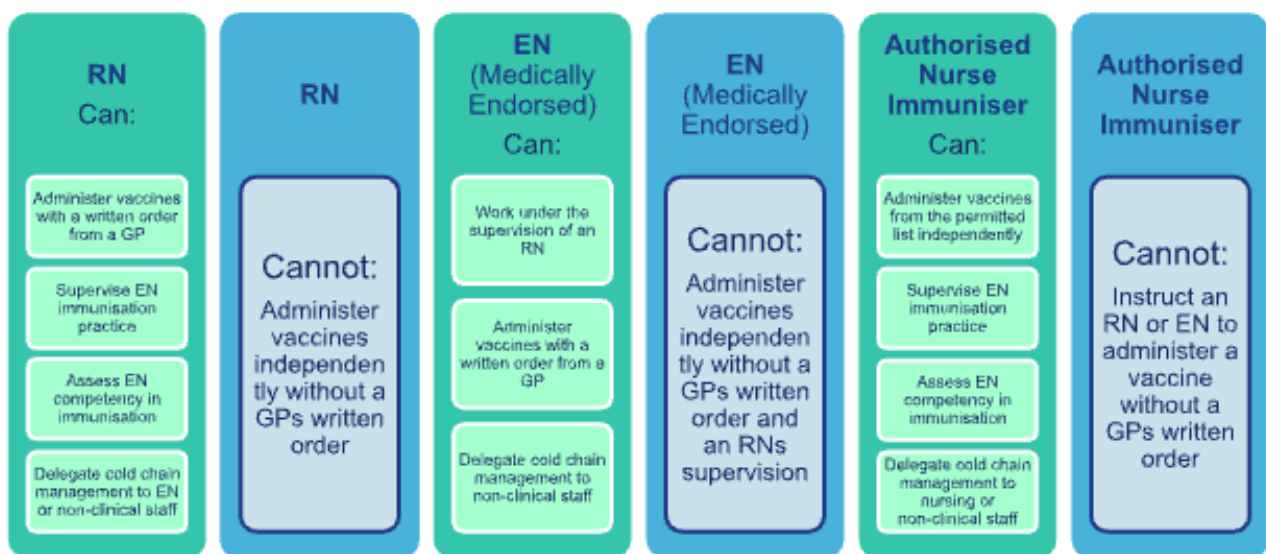
- [National Immunisation Catch-up Calculator](#)
- [Australian Immunisation Handbook Catch-up Vaccination](#)

Authorised Nurse Immuniser

To become an Authorised Nurse Immuniser in NSW you must complete a Health Education Services Australia approved (HESA) course and gain certification.

NSW Health – HESA approved Immunisation Courses

NSW Health, Policy Directive, Immunisation Services – Authority for Registered Nurses and Midwives



Immunisation Online Learning

Remember to document your continuing professional development.

[Australasian Society of Clinical Immunology and Allergy – Anaphylaxis Training](#)

[Services Australia eLearning modules – Submitting to the Australian Immunisation Register](#)

[Sharing Knowledge About Immunisations – Conversations with Parents about Vaccination](#)

[Department of Health and Aged Care – COVID-19 Vaccination Training Program](#)

[Australian Primary Health Care Nurses Association – Immunisation in the Primary Health Care Setting \(charges may apply\)](#)

[National Centre for Immunisation Research and Surveillance – Webinar series](#)

[Australian Immunisation Register – Education for Vaccine Providers](#)

Immunisation Activity Checklist (optional)

ACTIVITY	COMPLETED
<p>Immunisation Activity 1</p> <p>The Australian Immunisation Handbook (AIH) provides clinical advice for health professionals on the safest and most effective use of vaccines in their practice. Access the AIH to view the following:</p> <ul style="list-style-type: none"> • Contents • Diseases • Vaccines • Recommendations • Resources <p>Access now</p>	
<p>Immunisation Activity 2</p> <p>The NSW Immunisation Schedule contains the recommended NIP vaccines and state-funded vaccines for those people who are eligible. In addition, NSW Health provides vaccines for other disease prevention programs.</p> <p>Access now</p>	
<p>Immunisation Activity 3</p> <p>Locate your practice's anaphylaxis response kit and ensure the contents match the AIH - equipment for vaccination.</p> <p>Access now</p>	
<p>Immunisation Activity 4</p> <p>Refer to the table from the AIH to view the recognition and treatment of anaphylaxis.</p> <p>Access now</p>	
<p>Immunisation Activity 5</p> <p>Identify resources required for performing a catch-up vaccination.</p> <ul style="list-style-type: none"> • AIH catch-up resources can be found here: <p>Access now</p> <ul style="list-style-type: none"> • Western Sydney Population Health – Immunisation webpage found here <p>Access now</p>	
<p>Immunisation Activity 6</p> <p>View a childhood immunisation history before vaccination by choosing one of the following options:</p> <ul style="list-style-type: none"> • Access the Australian Immunisation Register (AIR). You can gain access to AIR via delegation in PRODA (you can view a childhood immunisation status, record immunisation encounter and add or modify a record). Information is available here: <p>Access now</p> <ul style="list-style-type: none"> • Access My Health Record via practice software to view a childhood immunisation history: <p>Access now</p>	

Immunisation Self-Assessed Competency Checklist

COMPETENCY	YES
Pre-vaccination	
Check anaphylaxis kit is available	
Ensure cold chain management of vaccines has been maintained	
Obtain written order for vaccine if required	
Correctly obtain valid consent before vaccinating and provide appropriate aftercare information	
Perform pre-vaccination screening checklist	
Confirm vaccination history and identify special risk groups	
Plan appropriate catch-up vaccination if required	
Administration of vaccines	
Prepare appropriate equipment	
Prepare the vaccine, determine the correct route of administration and correct needle size	
Perform vaccine check	
Use the correct administration techniques, positioning and injection site	
Post-vaccination	
Dispose of all equipment appropriately	
Recognise symptoms and signs of anaphylaxis and vasovagal episodes	
Report adverse events following immunisations (AEFI) if required	
Ensure appropriate documentation of vaccination given entered in patient file and Australian Immunisation Register (AIR)	

Vaccine Management

The National Vaccine Storage Guidelines and Strive for 5 are the recognised Australian guidelines for vaccine management. The guidelines can be downloaded or ordered from the [Department of Health and Aged Care website](#).

Managing a cold chain breach

A cold chain breach occurs when vaccine storage temperatures have been outside of the recommended range of +2°C to +8°C during storage or transport. Excursions of between 8°C and 12°C, for no longer than 15 minutes, may occur whilst restocking the refrigerator and are acceptable.

Immunisation providers must report all cold chain breaches to their local public health unit.

1. Isolate vaccines and place a 'DO NOT USE' sign on the fridge
2. Continue to store vaccines between +2°C to +8°C. The vaccines may need to be transferred to an alternate purpose-built vaccine refrigerator or cooler if available (see point 6)
3. Do not discard any vaccines
4. Download and review the data logging report to assess the duration of the breach and the temperature the refrigerator reached
5. Complete the [Cold Chain Breach and Vaccine Wastage Reporting Form](#) and contact your local public health unit as soon as possible during business hours to report the breach. If the breach occurs after hours, keep vaccines isolated until the next business day
6. If transferring vaccines to a vaccine cooler (e.g. Esky), record temperatures on the [Vaccine Cooler Temperature Chart](#)
7. Refer to the [NSW Cold Chain Breach Protocol](#)

Contact details for the Parramatta Public Health Unit (Western Sydney Local Health District)

Phone: **9840 3603** Fax: **9840 3608 / 9840 3591** (secure line)

After-hours Phone: **9845 5555** Westmead Hospital: **Ask for the Public Health Officer on call.**

Information correct as of January 2021.

Vaccine Management Resources

[NSW Health – Cold Chain Toolkit for Immunisation Providers](#)

[NSW Health – Vaccine Storage and Cold Chain Management](#)

[The Department of Health and Aged Care – National Vaccine Storage Guidelines 'Strive for 5'](#)

[The Department of Health and Aged Care – Cold Chain Breach Protocol poster](#)

[NSW Health – Vaccine Ordering](#)

[The Department of Health and Aged Care – Quick Reference Guide poster](#)

Vaccine Management Online Learning

[NSW Health Cold Chain Management Training Module](#)

Vaccine Management Activity Checklist

ACTIVITY	COMPLETED
<p>Vaccine Management Activity 1</p> <p>Download and view the current Strive for 5 National Vaccine Storage Guidelines:</p> <p>Access now</p>	
<p>Vaccine Management Activity 2</p> <p>Access the NSW Health website and refer to the vaccine order guidelines:</p> <p>Access now</p>	
<p>Vaccine Management Activity 3</p> <p>Locate the vaccine management policy and procedure in your practice and ensure the contents reflect your practice procedures and national guidelines.</p> <p>Review the following:</p> <ul style="list-style-type: none"> • Monitoring and recording refrigerator temperatures • Cold chain breach protocol 	
<p>Vaccine Management Activity 4</p> <p>Complete the annual vaccine storage self-audit in the Strive for 5 National Vaccine Storage Guidelines:</p> <p>Access now</p> <p>Once completed, save a copy as per accreditation requirements.</p>	
<p>Vaccine Management Activity 5</p> <p>Examine and follow your purpose-built vaccine refrigerator and data logger manufacturer guidelines and review the following:</p> <ul style="list-style-type: none"> • Recommended cleaning schedule • Recommended battery change • How often does the inbuilt data logger need to be calibrated? • How often does the inbuilt thermometer need to be calibrated? 	
<p>Vaccine Management Activity 6</p> <ul style="list-style-type: none"> • Locate your practice esky and ensure the equipment contents match the national guidelines to manage a power failure • Checklist for managing a power failure: <p>Access now</p> <ul style="list-style-type: none"> • Refer to the section 'How to pack a cooler' in the Strive for 5 document: <p>Access now</p>	

Vaccine Management Self-Assessed Competency Checklist

COMPETENCY	YES
Pre-vaccination	
Identify a designated person and backup person responsible for vaccine management	
Ensure staff members responsible for vaccine management have current training	
Ensure the current vaccine management policy and procedures meet the requirements of the National Vaccine Storage Guidelines: Strive for 5	
Perform vaccine storage self-audit annually	
Vaccines and vaccine refrigerators	
Follow the procedure for ordering, receiving and disposal of vaccines	
Follow the procedure for packing a vaccine refrigerator	
Monitor vaccine refrigerator and vaccines using an internal thermometer and data logger	
Record minimum and maximum temperatures twice daily and download data logger as per manufacturer guidelines	
Management of cold chain breaches	
Recognise a cold chain breach and identify the cold chain breach protocol	
Follow the procedure for packing and monitoring a cooler	
Report and record the cold chain breach	



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