

# Western Sydney Childhood Immunisation Toolkit

## Continuous Quality Improvement

The aim of the Western Sydney **Childhood Immunisation Toolkit** is to equip primary care providers with practice resources and strategies to effectively manage, support, and improve childhood immunisation coverage through a continuous quality improvement (CQI) approach



# Our Role in Childhood Immunisation



## Protecting Our Community Against Vaccine-Preventable Diseases

Although many Australian children are immunised, it is important to maintain high immunisation rates to reduce the risk of outbreaks of serious diseases.

Primary Care Providers play a vital role in supporting their patients by promoting timely vaccinations and ensuring at-risk individuals are protected.

### Did you know?

Current immunisation rates for one, two and five-year old age groups in Western Sydney are **below** the 95% childhood immunisation coverage **target** in NSW.

### Patient Registration

MyMedicare is a voluntary patient registration model which aims to strengthen the relationship between patients, their general practice, GPs and primary care teams. Registration is not mandatory; however, to participate, parents must provide consent for children under 14 years of age. For more information, visit [MyMedicare - WentWest](#)

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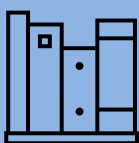
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## Tools and Enablers



[Immunisation Bike Competition](#)



[GoShare](#)



[HealthPathways](#)



[PenCS Suite](#)

WentWest, the Western Sydney Primary Health Network, acknowledges the First Nations peoples of Australia as the Traditional Custodians of the land on which we work and live. We pay our respect to Elders past, present and future and extend that respect to all Aboriginal and Torres Strait Islander peoples within western Sydney. For the full acknowledgement and disclaimer, please click [here](#).



# Module 1

## Patient Engagement

On completion of this module, you will:

- Understand the resources provided as a part of the Immunisation Bike Competition

## Immunisation Bike Competition



### Competition Details

WentWest's Immunisation Bike Competition helps deliver the message to Western Sydney families about the importance of protecting their children and the wider community from vaccine-preventable diseases that can cause ongoing health conditions. Children who receive their **12-month**, **18-month** and **4-year** immunisations at participating practices between **1 October 2025 – 31 January 2026** are eligible to enter a draw to win a bike and a helmet.

### Competition Resources

#### Communications Pack

Practices are encouraged to engage with their community to participate in the Immunisation Bike Competition. Included in the [Bike Comp Communications Pack](#) are social media tiles, [GoShare animation video](#) and suggested wording. Please use the social media assets to promote the initiative – don't forget to tag @WentWest.

#### A2 Poster – Place of Immunisation

2 posters have been provided to participating practices. This QR code links to the [online patient entry form](#) (available in multiple languages). Practices are encouraged to display this in the GP and/or Nurse's rooms to allow caregivers to enter the competition while the patients are immunised.

#### A2 Poster – Waiting Room

1 poster has been provided to participating practices. This QR code links to a [GoShare animation](#) encouraging families to participate in the Immunisation Bike Competition.

#### Online Patient Entry Forms

[Immunisation Bike Competition Entry Forms](#) are available online in English, Arabic, Chinese (Simplified) and Hindi. Please encourage patients to enter by scanning the QR code on the A2 poster or colouring sheets.

#### Paper-based Patient Entry Forms

It is encouraged patients enter via the [online patient entry form](#) (available in multiple languages). However, in some instances, practices may elect to offer a paper-based form to their patient for completion. Practices choosing to participate via paper-based entry forms can print [Paper-based Patient Entry Form 2025](#). For Best Practice users, the paper-based patient entry form is also available in [RTF format](#). Please retain any completed forms and inform WentWest Support to arrange for paper-forms to be collected by **30 January 2026**.

## Colouring Sheets

Design to be gifted to children who are immunised at participating practices. The QR code leads parents to the online patient entry forms available in multiple languages.

10 physical copies distributed to participating practices. Practices are encouraged to print as needed by accessing the digital copy - [IBC Colouring Sheets](#)

## Wristbands & Colouring Pencils

Designed to be gifted to children who are immunised at participating practices. 10 pieces is included in the practice pack while stock lasts.

## Certificate of Bravery

Award children who are immunised at participating practices a bravery certificate with their name and date of immunisation.

10 physical copies distributed to participating practices. Practices are encouraged to print as needed by accessing the digital copy - [IBC Bravery Certificate](#)

## Patient Education Using GoShare

WentWest has partnered with GoShare to create a Childhood Immunisation Bundle which includes short videos from community leaders on the importance of childhood immunisation. These videos are available in English, Arabic, Chinese (Simplified), Hindi and Urdu.

Practices who expressed interest in accessing WentWest funded credits for the Immunisation Bike Competition will have credits applied to their GoShare account. To maximise your patient engagement, please contact your Primary Care Delivery Coordinator or WentWest Support at [support@wentwest.com.au](mailto:support@wentwest.com.au).

If your practice didn't indicate their intention to use GoShare in the Expression of Interest, it's not too late. Please contact WentWest Support at [support@wentwest.com.au](mailto:support@wentwest.com.au) for assistance.

Please refer to [Identifying patients 5 years and under](#) to support effective patient engagement via GoShare.



## GoShare patient education platform

[Access](#)

[GoShare](#) is a patient education platform enabling health professionals to send tailored, trusted resources—such as videos and fact sheets—via email or SMS to help patients manage their health, improve [health literacy, and boost engagement](#).

WentWest has funded GoShare subscriptions for all general practices in Western Sydney.

For access, please contact us at [support@wentwest.com.au](mailto:support@wentwest.com.au)

# Module 2

## Understanding your population

On completion of this module, you will:

- Understand the vaccination needs of children and create an effective register.
- Use CAT4 to identify patients who are due/overdue for immunisation
- Track vaccination progress at 30 and 60 days to meet vaccination target, estimate stock needs, and enable timely reordering.

**Note:** when using, considering these filtering options:

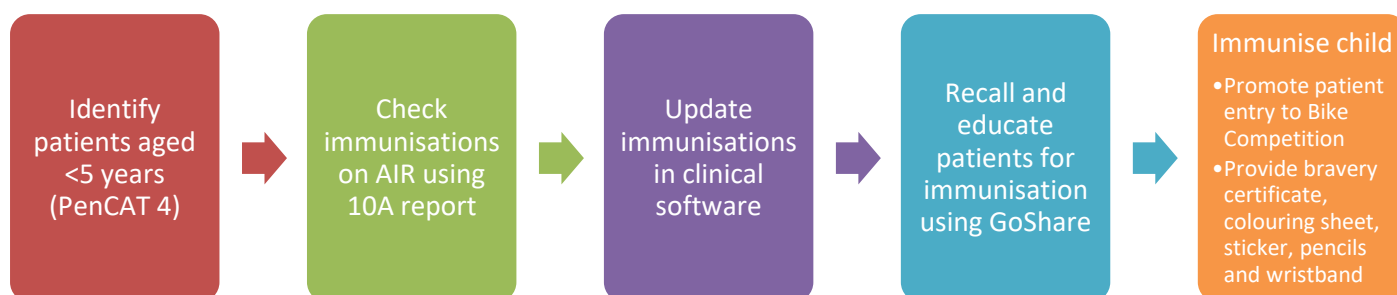
- Removing the "Active (3x 2 years) under 'Activity' for new or infrequent patients.
- Selecting Medicare card holders only (filter: 'Medicare No' under 'Health Cover')

## Who Should Get Vaccinated

The [National Immunisation Program \(NIP\)](#) offers free essential vaccines for eligible infants, children, adolescents and adults.

- Visit [National Immunisation Program schedule](#), [NSW Immunisation Schedule](#) and [Australian Immunisation Handbook](#) for latest information.
- For advice about immunisation, phone Immunisation Advice Line 1800-679-477 or WSLHD [Public Health Unit](#) 1300-066-055 ask to speak to an immunisation nurse.

### Process workflow



For those receiving their 4-year-old immunisations, take the opportunity to perform a [Healthy Kids Check](#) aimed at improving the health and well-being of children by promoting early detection of lifestyle risk factors, illness, and developmental concerns.

# Identifying patients 5 years and under

You will need to start by generating a report to identify your 5-year-old patients who do not have all required immunisations recorded. For the latest guidelines, refer to [HealthPathways Western Sydney: Immunisation - Childhood](#)

➤ **Starting point:** Log into Pen CS [CAT4](#) → Show Extracts → load latest data extract → Hide Extract

## ➤ In Filter Panel

1. Under 'General' tab → **Age** → End Age "5"

2. Choose either the following options:

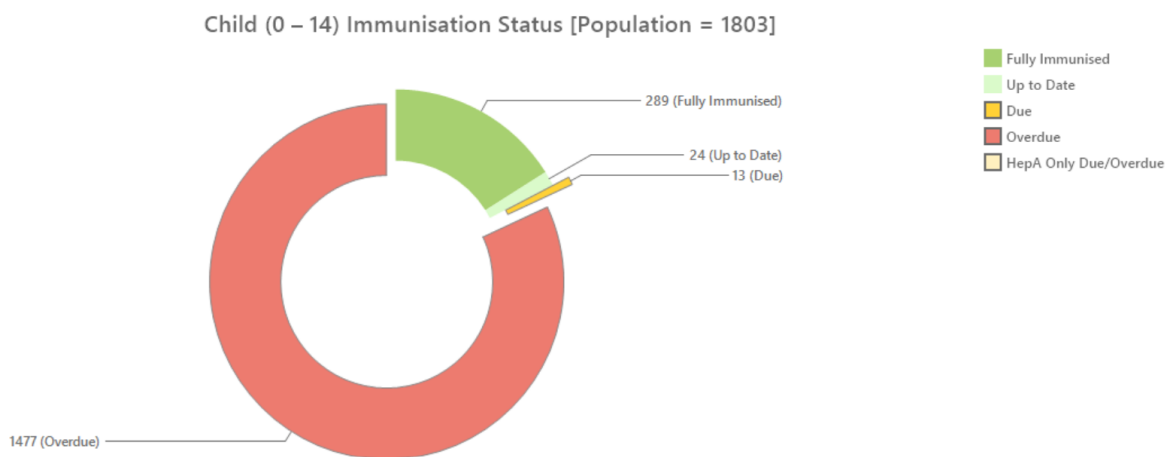
<p><b>Optional 1: Active patients</b></p> <p>Under 'General' tab → <b>Activity</b> → select 'Active (3 x in 2 yrs)'</p> <p><input checked="" type="radio"/> Active (3x in 2 yrs)</p>	<p><b>Optional 2: MyMedicare status</b></p> <p>Under 'Patient Status' tab → tick 'Registered with MyMedicare'</p> <p><input checked="" type="checkbox"/> Registered with MyMedicare</p>	<p><b>Optional 3: Medicare card holders</b></p> <p>Under 'Health Cover' → select Medicare No.</p> <p><input checked="" type="checkbox"/> Health Cover <input checked="" type="checkbox"/> Medicare No.</p>
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3. **Optional:** save Filter for quick next time you do your search

4. Recalculate

## ➤ In Report section

5. Under '[Immunisations](#)' → '[Child](#)' → '[Child Schedule](#)' → select 'Due', 'Overdue' and 'HepA Only Due/Overdue'



6. **Optional:** Select **Export** →  → **Save** (e.g. Create a folder C:/ClinicalAudit/CAT Patient FollowUp)

7. **Optional:** [filter patient list by provider](#) (select → Visits → Assigned Provider → Report button)

8. **Optional:** [create a Topbar prompt](#) (Daily CAT button → CV Event Risk → Export → Topbar Prompt button)



It is recommended that you complete a data cleanse of the patients in this report, checking their [current immunisation status on AIR](#) and updating your database prior to sending the Childhood Immunisation Campaign SMS. This is to ensure that if a patient has had their vaccinations at another Practice, that you do not send them the recall message. Use the [Due/Overdue report - by Immunisation Practice](#)

# Module 3

## Australian Immunisation Register (AIR)

On completion of this module, you will:

- **View & update** AIR immunisation history (*marked as "not given here" if recorded externally*).
- **Update patient details: additional vaccines, Indigenous status, schedule catch-ups.**

**The Australian Immunisation Register (AIR)** is an online national register which records vaccines given to all people in Australia. This includes vaccines that are under the National Immunisation Program (NIP), COVID-19 vaccines, and vaccines that are given privately.

The AIR can only accept immunisation information from recognised vaccination providers in Australia, such as GPs, midwives and nurse practitioners. The AIR cannot accept any information from parents, guardians or individuals.

Recognised vaccination providers can use the AIR to:

- **record patient immunisation information**
- **update or correct data already sent to the AIR**
- **request reports** to help identify any patients due or overdue for a vaccination
- **report immunisation medical exemptions** online (if eligible)
- get **information payments** for the provision of certain vaccinations (if eligible)
- find out a patient's **immunisation status**, regardless of who immunised them
- print an **immunisation history statement** to prove a patient's immunisation status for child care, school, employment or travel purposes.

Learn how to use AIR via **Department of Human Services AIR eLearning modules** including:

- **delete a vaccination from the AIR**
- **access and use AIR reports**
- **check the accuracy of immunisation encounters before reporting to the AIR**



Subscribe to NCIRS weekly series of AIR tips and updates

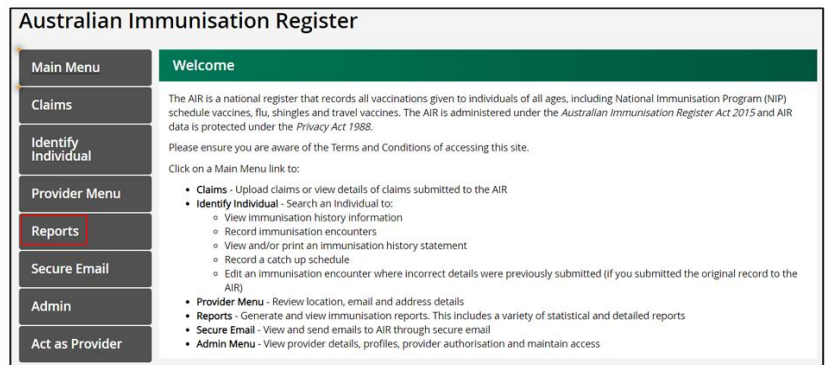


- Make sure all users have the correct AIR Provider Number – refer **Accessing AIR as a delegate**.
- Use AIR to check each patient's immunisation status before recalls.
- Create a patient list with contact details → update records in the Clinical Desktop System
- Contact patients (call or mail merge) for reminders. Use GoShare
- Have the Practice Nurse action the recall list to ensure vaccines are given.

# AIR reports

The Australian Immunisation Register (AIR) offers **several reports** accessible via HPOS to help your practice identify patients who are due or overdue for immunisations, as well as to support broader patient data management needs. These reports provide valuable insights, including:

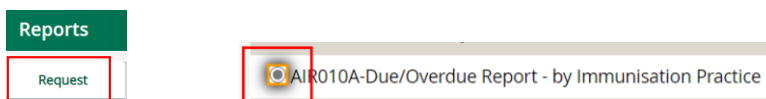
- Individuals' immunisation history and upcoming or overdue vaccine dates
- Lists of patients by age group
- Identification of incorrectly recorded information



## Getting Started

Decide which report best meets your needs. For Childhood Immunisation, we recommend the **AIR010A Immunisation History Report**

1. **Open Reports Menu** → Select **Request** tab.
2. **Choose Report** → Select **AIR-010A Due/Overdue Report by Immunisation Practice**



3. **Enter Report Details:**
  - **Report Name** → e.g. *Overdue Age 12 month*.
  - **Frequency** → Once, Weekly, Monthly, or Quarterly.
  - **End Date** → Required if Weekly/Monthly/Quarterly (must be < 1 year from request).
4. **Output Type** → Choose:
  - **Single File (recommended)** – all details in one CSV.
  - **Multi File** – up to 5 separate files (Individuals, Due/Overdue, Vaccines, Exemptions, Banner Page).
5. **Practice ID** → Enter your **PIP ID**.
6. **MBS Service Period** → Select time period for included services.
7. **Immunisation Status** → Choose *All individuals* or *Not fully immunised*.
8. **Due/Overdue by Disease** → Select *All* or a specific disease.
9. **Include individuals who have** → Select any additional parameters you want to include here e.g. individuals on a catch-up schedule
10. **Output Settings** → Select any additional parameters you want
11. Click **'Request Report'** to complete the request

Once requested, your AIR report will be available for download via the **View** tab under the **Reports** menu in AIR.

**Reports can be downloaded and saved for offline use, with output formats that can be customised to suit your practice's needs. You can also schedule reports to run regularly (e.g., weekly) and enable email notifications to alert you when your reports are ready to access on the AIR site.**

For further detail, download the **[Services Australia AIR010A User Guide](#)**.

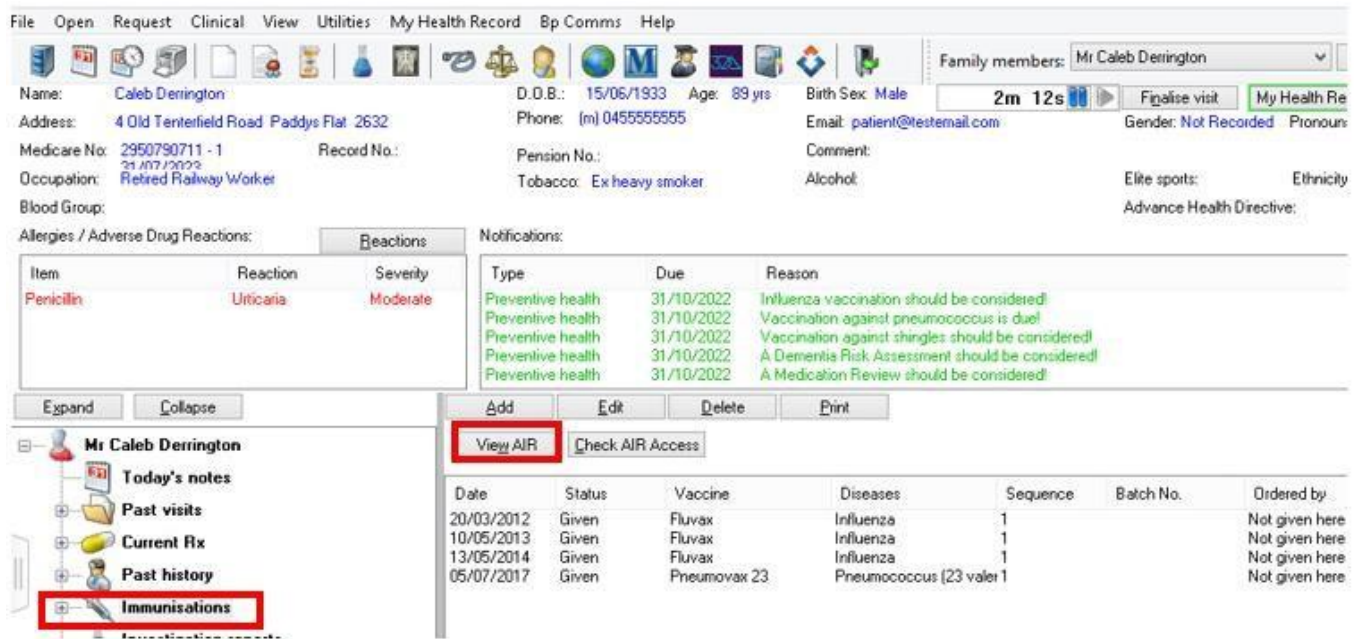
# Accessing the AIR via Your Software

Visit [Services Australia for a comprehensive guide](#) on recording and updating an encounter in the Australian Immunisation Register (AIR). If the immunisation was not administered at your practice, it is still important that it is entered into the clinical software to ensure an accurate health summary.

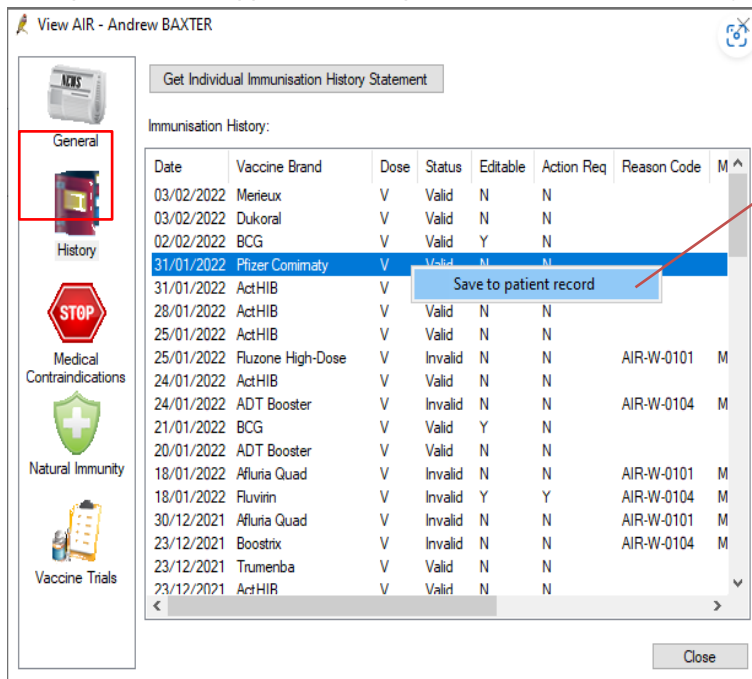
## Best Practice: Access to AIR

Enhance immunisation processes by ensuring seamless access to AIR through direct linkage – Refer to [Best Practice](#)

1. Search for the patient’s record: Press F2 on the home screen and enter the patient’s details
2. On the left-hand side of the page, click on the Immunisation tab
3. Then click on ‘View AIR’



4. The report will then appear with the patient’s immunisation history



**Tip:**  
By default, downloading the AIR history will remove preventive health reminders. However, you will still need to manually action any outstanding reminders.

For more information, visit [Best Practice Knowledge Base](#) to learn how to access and update AIR patient profiles including downloading records, viewing alerts, and updating vaccines, Indigenous status, and catch-ups.

## Best Practice: Updating Patient Record

1. In Immunisation section
2. Select 'Add'
3. Choose the correct vaccine from the list provided
4. Under 'Billing Provider', select 'Not given here' from the drop-down list
5. Enter the date that appears on the report from the AIR
6. Set when to 'Send Reminder'
7. DO NOT select the 'Send to AIR' box
8. Select 'Save'
9. You will now be able to identify which vaccinations your patient has not received.

The screenshot shows the 'Immunisation' form for Mr. Xavier Wiseman. The form is divided into several sections:

- 1.** The 'Immunisations' tab is selected in the left-hand navigation menu.
- 2.** The 'Add' button is highlighted in the top right corner of the form.
- 3.** The 'Available Vaccines' list is open, showing a table of vaccines and their corresponding 'Vaccinates Against'.
- 4.** The 'Billing Provider' dropdown menu is set to 'Not given here'.
- 5.** The 'Date' field is set to '24/03/2025'.
- 6.** The 'Send reminder' checkbox is checked, with the date '24/03/2025' set in the adjacent field.
- 7.** The 'Send to AIR' checkbox is unchecked.
- 8.** The 'Save' button is highlighted in the bottom right corner.

Date	Status	Vaccine	Vaccinates Against
10/04/2012	Giver	Agrippal	Influenza
23/04/2013	Giver	Arexxy	RSV
26/03/2014	Giver	Avaxim	Hepatitis A
03/02/2015	Giver	BBIBP-CoV	COVID-19
08/03/2016	Giver	BCG	Tuberculosis
22/03/2017	Giver	Baxsero	Meningococcus B
13/04/2018	Giver		
19/04/2019	Giver		
08/05/2019	Giver		
20/06/2019	Giver		

**Best Practice:** [immunisation infographic](#) summarising process for: recording immunisations, adding a non-listed injection, running an immunisation query search, and how to view and save patient AIR records into Best Practice.

## Medical Director: Access to AIR

Enhance immunisation processes by ensuring seamless access to AIR data through direct linkage - [Medical Director Immunisations](#).

1. Search for the patient's record
2. Click on the 'Imm' tab
3. Then select 'Immunisation History'
4. The patient's immunisation history will show at the bottom of the screen

The screenshot shows the Medical Director software interface. On the left is the 'AIR Web Services' sidebar with buttons for 'AIR Patient Verification Check', 'Record Medical Exemption', 'Record Planned Catch Up', and 'Download Immunisation Statement'. Below these are patient details for 'Verified AIR Patient' (Koby Edwards, born 17/04/2012). The main area displays the 'Immunisation History' table with columns for Date, Immunisation, Sequence, Batr, Vaccine serial number, Consent, Provided by, Vaccinator, Site, Comment, and Send to AIR Status. The table lists various immunisations such as FLUQUADRI, BOOSTRIX, LIQUID PEDVAXHIB, JESPECT, FLUAD QUAD, MENINGITEC, AFLURIA QUAD (NIP), HAVRIX JUNIOR, and PFIZER COMIRNATY.

### AIR Patient Verification Check

Conduct a live patient verification check with AIR.

### Record Medical Exemption

Click to record a [medical exemption](#) for the given patient.



### Record Planned Catch Up

Click to record a [planned catch up](#) for the given patient.

### Download Immunisation Statement

Click to download the patient's immunisation statement from AIR.

## Medical Director: Updating Patient Record

1. On the main screen of the patients file, click on 'Imm' 
2. To add an immunisation, click on the 
3. If you have identified that the vaccination was provided elsewhere, click on the box 'Vaccine given elsewhere'
4. Complete the details from AIR in the 'Vaccination Window', then select 'Save'

For more information, visit [Medical Director Knowledge Base](#) to learn how to access and update AIR patient profiles including downloading records, viewing alerts, and updating vaccines, Indigenous status, and catch-ups.

The 'Vaccination Window' form includes a checked checkbox for 'Vaccine given elsewhere'. Fields include 'Vaccinator' (set to 'Given elsewhere'), 'Consent provided by' (with a 'Vaccination declined' checkbox), 'Date' (28/11/2022), 'Type', 'Site', 'Sequence', 'Batch No' (with a 'Store batch No' checkbox), 'Vaccine serial no', and 'Comment'. There are buttons for 'Mark for recall', 'Save', and 'Cancel', and a 'Scan barcode' button.



Check individual [My Health Record](#) or request [AIR report](#) or your practice patients immunisation status.

# Practice QI plan: Childhood Immunisation

Please complete the following table to outline your plan to complete the goal.

Engaged Leadership	Goal	Improve immunisation for children who are UpToDate from <b>75% (750 patients) to 80% (800 patients)</b> by January 2026		
	Measure/s	Number of children immunisation	Search criteria	i.e. CAT4 filters
	QI lead and Team	Who will need to be involved?	Period	Start date - end date

	Actions (Tip: Use <a href="#">PDSA cycles</a> to test change ideas)	Resources	Who	Period	Update
Data-Driven Improvement	Check <a href="#">AIR report</a> for <b>patient immunisation status</b>	<a href="#">10A report for due/over immunisation by practice</a>	Nurse	Start date - end date	
	If it has been <b>done elsewhere</b> update patient file in CIS		Nurse		
	Use <b>CAT4 to identify eligible children</b> who are Due/overdue Immunisation.	<a href="#">CAT4 &gt; Childhood Schedule</a>	Practice Manager		<i>If the cohort is too large, narrow the focus to overdue 5-year-olds.</i>
Team-Based Care	Setting up the posters and promotional materials		Reception		
	Sending out the reminders (GoShare) to patients to inform them of the competition.	BP - <a href="#">Reminder</a> MD- <a href="#">Recall/ Reminders</a>	Reception		
	Check vaccine stock and order depending on potential cohort of patients. <a href="#">Link AIR</a> to view and update individual patient immunisation record prior to administering.	<a href="#">Best Practice</a> and <a href="#">Medical Director</a>	Practice Manager		
	Check if patient needs catch-up for all healthy children under 20 years of age	<a href="#">National Immunisation Catch-up Calculator</a>	Nurse		
Patient Registration	Encourage patient to <b>sign up to Bike Competition</b> using the QR code on posters and certificates	<a href="#">Bike Competition - entry form</a>			
	Allocate a usual care provider to patients and <b>enrol into MyMedicare</b> if eligible.	<a href="#">Assigned Provider MyMedicare</a>	Reception		

Reflection	Outcomes Summary	<p>As a team, what did you learn? What changes would you make to your practice as a result?</p> <p><b>RACGP CPD Tip:</b> utilise the self-reporting feature on Quick Log <a href="http://mycpd.racgp.org.au">mycpd.racgp.org.au</a> to document reflection.</p>
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