

# Pharmacist Immunisations in Queensland

## Community Pharmacies

### About this resource

This resource has been created by your Queensland Guild to support community pharmacists who provide immunisation services.

It is designed for community pharmacists to use as an accessible directory for resources relevant to these services.

### Legal and professional obligations

This resource does not replace the legal and professional obligations of community pharmacists to regularly refer to and remain up to date with changes to immunisations in Queensland.

Pharmacists who provide immunisation services should regularly refer to the following:

- The [Australian Immunisation Handbook](#)
- The [National Immunisation Program Schedule](#)
- The [Immunisation Schedule Queensland](#)
- Current recommendations from the Australian Technical Advisory Group on Immunisation and the Therapeutic Goods Administration

### Before vaccinating

Pharmacists must:

- Review the patient's immunisation history on the Australian Immunisation Record (AIR)
- Confirm that they are authorised to administer vaccinations as per legislative requirements in the [Medicines and Poisons \(Medicines\) Regulation 2021](#)
- Confirm that it is within their individual scope of practice to administer the immunisation
- Ensure they will be able to accurately record details of the vaccination encounter on the patient's AIR record as soon as possible after administration

**DISCLAIMER:** This information is current at time of publication. The master document is controlled electronically. Printed copies of this document are not controlled. Document users are responsible for ensuring printed copies are valid, prior to use.

You are encouraged to bookmark this resource in your web browser and refer to it electronically.

The Guild has taken all reasonable care in preparing this information; however, it is provided as a guide only.

## Education and training

Pharmacists in Queensland can vaccinate without any age requirements, location requirements or limits on the range of immunisation medicines that could be administered.

However, it is important that pharmacists understand that they practice within their skill and scope. Pharmacists providing immunisation services must comply with relevant legislation and ensure their practice aligns with their professional registration, qualifications, education, training, and relevant clinical experience.

Refer to the [Guideline to support the safe delivery of immunisation services in Queensland | Queensland Health](#) for more information.

PDL has a checklist to support in determining whether an activity is within an individual pharmacist's scope of practice, which also applies to immunisation delivery. View the [PDL Scope of Practice CHECKLIST](#) to ensure that you provide a service within your scope.

## The immunisation journey

This table outlines the process of immunisation from preparing a pharmacy's consult room to claiming reimbursements for immunisations administered.

Your Guild encourages pharmacists to refer to this table for guidance, while noting that they have a responsibility to maintain their own complete professional knowledge of immunisation guidelines.

| Resource                                                                       | Purpose                                                                                                              | Link                                                                                                         |
|--------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------|
| <b><i>Prepare the pharmacy for immunisations.</i></b>                          |                                                                                                                      |                                                                                                              |
| <i>Pharmacy Business Ownership Regulation 2025 – Standards for premises</i>    | Outlines legal requirements for the standards of pharmacy premises, including where providing immunisation services. | <a href="#">Pharmacy Business Ownership Regulation 2025 - Queensland Legislation - Queensland Government</a> |
| Quality & Safety Pharmacy Program                                              | Vaccination services must be accredited under the QSPP Level 2: Vaccination and Medicine Administration Services     | <a href="#">QSPP website</a>                                                                                 |
| Australian Immunisation Handbook – Anaphylaxis response kit                    | Pharmacies must have the tools to respond to a patient experiencing anaphylaxis due to immunisation.                 | <a href="#">Preparing an anaphylaxis response kit   The Australian Immunisation Handbook</a>                 |
| Services Australia – Setting up access to the Australian Immunisation Register | Outlines the process of establishing access for your pharmacy and staff to Health                                    | <a href="#">Setting up access to the Australian Immunisation Register - Health</a>                           |

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|                                                                                                                       | <p>Professional Online Services (including the AIR).</p> <p>There can be multiple pharmacist immunisers at one pharmacy location sharing one AIR provider number.</p>                                                     | <p><a href="#">professionals - Services Australia</a></p> <p><a href="#">AIR – Application to register as a vaccination provider form (IM004)</a></p>                                                                           |
| <b>Prepare pharmacists and staff for immunisations.</b>                                                               |                                                                                                                                                                                                                           |                                                                                                                                                                                                                                 |
| Pharmaceutical Society of Australia – Immunisation training                                                           | Only appropriately trained pharmacists can immunise                                                                                                                                                                       | <a href="#">PSA Vaccination (Immunisation) Education Hub   Pharmaceutical Society of Australia</a>                                                                                                                              |
| Australasian Society of Clinical Immunology and Allergy – Training for Health Professionals                           | <p>Pharmacists must be able to respond to a patient experiencing a reaction due to immunisation.</p> <p>This training is also suitable for pharmacy assistants to support the service</p>                                 | <a href="#">Home   TrainingHP</a>                                                                                                                                                                                               |
| First Aid and CPR training for pharmacists and their support staff                                                    | <p>Immunising pharmacists and their support staff must have:</p> <ul style="list-style-type: none"> <li>• A current first aid certificate</li> <li>• A current CPR certificate</li> </ul>                                 | <p>Any provider is suitable as long as they deliver the course codes required.</p> <ul style="list-style-type: none"> <li>• HLTAID011 Provide First Aid.</li> <li>• HLTAID009 Provide cardiopulmonary resuscitation.</li> </ul> |
| <b>Review reimbursements available for administration of immunisation medicines.</b>                                  |                                                                                                                                                                                                                           |                                                                                                                                                                                                                                 |
| National Immunisation Program Vaccinations in Pharmacy Program – Claiming and Payments                                | Outlines the fee payable by the PPA to a pharmacy for immunisations under the NIPVIP.                                                                                                                                     | <a href="#">National Immunisation Program Vaccinations in Pharmacy (NIPVIP) Program - Pharmacy Programs Administrator</a>                                                                                                       |
| National Immunisation Program Vaccinations in Pharmacy and State-funded Programs – Claiming for state-funded programs | <p>Explains how to claim reimbursements under Queensland Government-funded immunisation programs.</p> <p>Provides information about when an immunisation medicine is funded and if the administration is also funded.</p> | <a href="#">National Immunisation Program Vaccinations in Pharmacy (NIPVIP) and State-funded Programs   Queensland Health</a>                                                                                                   |
| <b>Order immunisation products through a private wholesaler or QHIP.</b>                                              |                                                                                                                                                                                                                           |                                                                                                                                                                                                                                 |

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| Public Health Units – Immunisation Management Protocol                     | Pharmacies must have an Immunisation Management Protocol in place before ordering federally or state funded immunisations. Contact your local Public Health Unit to confirm their process.        | <a href="#">Public health units   Queensland Health</a>                                                                                                                                      |
| Queensland Health Immunisation Program                                     | The QHIP offers a centralised location to order funded immunisation medicines, with the alternative being a private wholesaler.                                                                   | <a href="#">Order, store and manage immunisations   Queensland Health</a>                                                                                                                    |
| <b>Maintain appropriate storage conditions for immunisation medicines.</b> |                                                                                                                                                                                                   |                                                                                                                                                                                              |
| Strive for 5                                                               | Outlines the requirements for pharmacies to store and transport immunisation medicines appropriately, including the requirement to manually record fridge temperatures twice daily (Section 3.8). | <a href="#">National Vaccine Storage Guidelines ‘Strive for 5’   Australian Government Department of Health, Disability and Ageing</a>                                                       |
| Strive for 5 Self-Audit Checklist                                          | Provides a template for a self-audit of handling/storage procedures, storage equipment, monitoring, and alternative storage.                                                                      | <a href="#">National Vaccine Storage Guidelines ‘Strive for 5’, Appendix 2 – Vaccine Storage Self Audit   Australian Government Department of Health, Disability and Ageing</a>              |
| Strive for 5 Mobile and emergency storage Checklist                        | Provides a template for a temperature chart, a checklist for mobile/outreach clinics and emergency storage, and a checklist for returning medicines to the refrigerator.                          | <a href="#">National Vaccine Storage Guidelines ‘Strive for 5’, Appendix 6 – Checklist: Mobile and emergency storage   Australian Government Department of Health, Disability and Ageing</a> |
| Strive for 5 Managing a power failure Checklist                            | Provides a template for an emergency storage checklist with power or refrigerator failure, and information for support systems/return to power.                                                   | <a href="#">National Vaccine Storage Guidelines ‘Strive for 5’, Appendix 7 – Checklist for Managing a Power Failure   Australian Government Department of Health, Disability and Ageing</a>  |
| <b>Review rules for advertising immunisation services.</b>                 |                                                                                                                                                                                                   |                                                                                                                                                                                              |
| Pharmacy Board – Advertising a health service                              | Explains legal obligations when advertising a health service with practical examples. Breaches of the                                                                                             | <a href="#">Pharmacy Board of Australia - Guidelines for advertising a regulated health service</a>                                                                                          |

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|                                                                                                                                                                                                                                     | National Law may lead to significant penalties.                                                                                                                                |                                                                                                                                                                   |
| Therapeutic Goods Administration – Advertising a health service (vaccine providers)                                                                                                                                                 | Explains how immunisation services can be advertised, given all immunisation medicines are prescription-only.                                                                  | <a href="#">Vaccine providers   Advertising a health service   Therapeutic Goods Administration (TGA)</a>                                                         |
| <b>Assess patient's suitability for immunisation.</b>                                                                                                                                                                               |                                                                                                                                                                                |                                                                                                                                                                   |
| Australian Immunisation Handbook – Pre-vaccination screening checklist                                                                                                                                                              | Provides a template for a checklist assessing suitability of patients for immunisation on the day of immunisation.                                                             | <a href="#">Table. Pre-vaccination screening checklist   The Australian Immunisation Handbook</a>                                                                 |
| Australian Immunisation Handbook – Responses to conditions or circumstances identified through the pre-vaccination screening checklist                                                                                              | Explains whether to move forward with immunisation based on responses to the checklist, and your clinical judgement.                                                           | <a href="#">Table. Responses to conditions or circumstances identified through the pre-vaccination screening checklist   The Australian Immunisation Handbook</a> |
| <b>Review patient's immunisation history on the Australian Immunisation Register. Refer to the National Immunisation Program Schedule and Immunisation Schedule Queensland to confirm patient's need for certain immunisations.</b> |                                                                                                                                                                                |                                                                                                                                                                   |
| Using the Australian Immunisation Register                                                                                                                                                                                          | Provides an overview of how to use the Australian Immunisation Register.                                                                                                       | <a href="#">Using the Australian Immunisation Register (AIR)   Queensland Health</a>                                                                              |
| Manage immunisation records in AIR                                                                                                                                                                                                  | Outlines the process in HPOS to view a patient's immunisation history.                                                                                                         | <a href="#">Manage immunisation records in AIR - Health professionals - Services Australia</a>                                                                    |
| Health Professional Online Services                                                                                                                                                                                                 | Allows health professionals to view a patient's immunisation history and create records.                                                                                       | <a href="#">HPOS - Health professionals - Services Australia</a>                                                                                                  |
| National Immunisation Program Schedule                                                                                                                                                                                              | Outlines a schedule of immunisations to be received by Australians throughout their life for free, with certain conditions and possible fees/service charges.                  | <a href="#">National Immunisation Program Schedule   Australian Government Department of Health, Disability and Ageing</a>                                        |
| Immunisation Schedule Queensland                                                                                                                                                                                                    | Outlines a schedule including the NIP and other Queensland state-funded immunisation programs, of free immunisations with certain conditions and possible fees/service charges | <a href="#">Immunisation Schedule Queensland   Queensland Health</a>                                                                                              |

| <b>Educate patient and obtain consent for immunisation.</b>                                                           |                                                                                                                                                    |                                                                                                                                                                           |
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| Pharmacy Programs Administrator – NIPVIP Patient Information and Consent Form                                         | Provides a template for recording patient consent, a requirement to receive reimbursement for NIPVIP services.                                     | <a href="#">NIPVIP Patient Information and Consent Form</a>                                                                                                               |
| Australian Immunisation Handbook – Common side effects following immunisation                                         | Lists common side effects of immunisation medicines on the NIP Schedule, helping your patient provide informed consent.                            | <a href="#">Table. Common side effects following immunisation for vaccines used in the National Immunisation Program schedule   The Australian Immunisation Handbook</a>  |
| Australian Immunisation Handbook – Comparison of disease effects and vaccine side effects                             | Outlines how side effects of immunisation medicines compare to possible outcomes from contracting the disease that is to be immunised against.     | <a href="#">Table. Comparison of the effects of diseases and the side effects of vaccines on the National Immunisation Program   The Australian Immunisation Handbook</a> |
| Sharing Knowledge About Immunisation                                                                                  | Provides resources to support your conversations with patients/carers who have questions/concerns about immunisations.                             | <a href="#">For healthcare professionals   Sharing Knowledge About Immunisation   SKAI</a>                                                                                |
| <b>Review the Australian Immunisation Handbook for additional details about the immunisations to be administered.</b> |                                                                                                                                                    |                                                                                                                                                                           |
| Australian Immunisation Handbook – Administration of vaccines                                                         | Provides a detailed overview of the practical steps taken in immunisations.                                                                        | <a href="#">Administration of vaccines   The Australian Immunisation Handbook</a>                                                                                         |
| Australian Immunisation Handbook – List of available vaccines                                                         | Provides information for practitioners and patients about immunisation medicines available in Australia.                                           | <a href="#">Vaccines   The Australian Immunisation Handbook</a>                                                                                                           |
| Australian Immunisation Handbook – After vaccination                                                                  | Provides a detailed overview of the practical steps taken after an immunisation, including aftercare, record-keeping, and responding to reactions. | <a href="#">After vaccination   The Australian Immunisation Handbook</a>                                                                                                  |
| <b>Follow the principles of infection prevention and control during immunisation.</b>                                 |                                                                                                                                                    |                                                                                                                                                                           |
| Australian Guidelines for the Prevention and Control of Infection and Healthcare                                      | Provides evidence-based guidelines for preventing the spread of infections and ensuring hygiene in clinical settings.                              | <a href="#">Australian Guidelines for the Prevention and Control of Infection in Healthcare (2019)   NHMRC</a>                                                            |
| Queensland Health Infection Control Management Plan                                                                   | Outlines the legal requirement for pharmacies performing health services to have an Infection Control Management Plan and                          | <a href="#">Infection control management plans   Queensland Health</a>                                                                                                    |

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|                                                                                                                 | provides a template for a Plan.                                                                                                                                             |                                                                                                                                                                         |
| Pharmacy Guild Queensland Infection Control Management Plan Template                                            | Provides a template for the creation of an Infection Control Management Plan.                                                                                               | <a href="#">Pharmacy Guild Queensland Infection Control Guidance EXAMPLE</a><br><br><a href="#">Pharmacy Guild Queensland Infection Control Management Plan EXAMPLE</a> |
| <b>Report administration of immunisation to the AIR within 24 hours.</b>                                        |                                                                                                                                                                             |                                                                                                                                                                         |
| Manage immunisation records in AIR                                                                              | Outlines the process in HPOS to record an encounter in the AIR.                                                                                                             | <a href="#">Manage immunisation records in AIR - Health professionals - Services Australia</a>                                                                          |
| <b>Report any adverse events following immunisation to Queensland Health.</b>                                   |                                                                                                                                                                             |                                                                                                                                                                         |
| Adverse Events Following Immunisation Reporting Form                                                            | Outlines the requirements for adverse events following immunisation and immunisation administration errors to be reported to Queensland Health, through the Reporting Form. | <a href="#">Adverse event following immunisation   Queensland Health</a>                                                                                                |
| <b>Review and claim reimbursements.</b>                                                                         |                                                                                                                                                                             |                                                                                                                                                                         |
| Summary of reimbursement available to Queensland community pharmacies                                           | Lists reimbursement amounts (if applicable) for immunisations on the Immunisation Schedule Queensland and where they are claimed.                                           | <a href="#">National Immunisation Program Vaccinations in Pharmacy (NIPVIP) and State-funded Programs   Queensland Health</a>                                           |
| (NIPVIP Vaccination Claiming) PPA Registration and Claiming Portal                                              | Provides an online system to make reimbursement claims for NIPVIP immunisations.                                                                                            | <a href="#">Pharmacy Programs Administrator Portal</a>                                                                                                                  |
| Queensland MenB Vaccination Program – Invoicing Queensland Health for meningococcal B vaccination reimbursement | Provides information to assist with invoicing Queensland Health for reimbursement of meningococcal B immunisation costs.                                                    | <a href="#">National Immunisation Program Vaccinations in Pharmacy (NIPVIP) and State-funded Programs   Queensland Health</a><br><br>or claim through MedAdvisor        |
| Queensland MenB Vaccination Program – Reconciliation Declaration – Request for payment                          | Provides the form required to submit to Queensland Health alongside an invoice for reimbursement of meningococcal B immunisation costs.                                     | <a href="#">National Immunisation Program Vaccinations in Pharmacy (NIPVIP) and State-funded Programs   Queensland Health</a><br><br>or claim through MedAdvisor        |
| 2026 Queensland Nasal Spray Flu Immunisation Program                                                            | Provides information about the Queensland program using nasally administered                                                                                                | <a href="#">2026 Queensland Nasal Spray Flu Immunisation Program   Queensland Health</a>                                                                                |

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|                                               | influenza immunisation medicines.                                                                                   | <i>or claim through MedAdvisor</i>                                                      |
| 2026 Queensland Free Flu Immunisation Program | Provides information on reimbursement process for the 2026 Free Flu Vaccination Program funded by Queensland Health | <a href="#">2026 Free Flu Vaccination Program</a><br><i>or claim through MedAdvisor</i> |

## Immunisation conversations

It is very common for patients to have questions about the safety and efficacy of immunisations which can then become immunisation/vaccine hesitancy.

Anyone involved in promoting the importance of vaccination should be equipped with the fundamentals of how to have constructive and helpful conversations about immunisation.

### Key points

The key points to support conversations about immunisations are:

1. Recommend vaccination
  - a. Use your preferred language: “It is recommended” or “I recommend”
2. Elicit questions
  - a. Use open-ended questions: “What questions do you have?”
  - b. Summarise concerns
3. Share knowledge
  - a. Ask permission to share knowledge
  - b. Share facts on vaccine safety and effectiveness
4. Discuss disease severity
  - a. Centre discussion on disease, not vaccines
5. Facilitate vaccination
  - a. Vaccinate if possible, or explain where to go
6. Continue the conversation
  - a. Keep communication open

## Myths and misconceptions

Misinformation surrounding immunisation medicines is common, with pharmacists and pharmacy staff having an important role to play in alleviating patient concerns.

| Myth or misconception                                                                   | Response and resource                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
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| I'll get sick from the vaccine                                                          | <p>Immunisations may cause side effects, or trigger an immune response.</p> <p>Most side effects are mild and go away quickly. If your immune response is triggered, this mean the immunisation is doing its job.</p> <p>A pharmacist can talk through possible side effects of an immunisation, and compare them to the effects of becoming sick with an illness preventable with immunisation.</p> <p><a href="#">Possible side effects of vaccination   Australian Government Department of Health, Disability and Ageing</a></p> |
| I've already had this vaccine before, so I don't need another dose                      | <p>Some immunisations need multiple doses to provide stronger protection. By not getting the full course, you risk becoming sick.</p>                                                                                                                                                                                                                                                                                                                                                                                                |
| I still got an illness after having the vaccine meant to prevent it, so they don't work | <p>Immunisations don't give you 100% protection. It is always possible to still get sick, but getting immunised helps to reduce the chance of severe illness and hospitalisation.</p> <p><a href="#">Vaccine efficacy, effectiveness and protection</a></p>                                                                                                                                                                                                                                                                          |
| I'm fit and healthy so I don't need vaccines                                            | <p>Severe disease can still occur in fit and healthy people, and getting a vaccine can also help to protect other people around you such as your friends and family.</p> <p><a href="#">Importance of getting vaccinated   Vaccination Matters</a></p>                                                                                                                                                                                                                                                                               |
| I already take something else that reduces my risk of getting sick                      | <p>The best way to prevent an illness that has an immunisation available, is to receive that immunisation.</p>                                                                                                                                                                                                                                                                                                                                                                                                                       |
| I'm pregnant so no vaccine is safe for me                                               | <p>Many immunisations are safe and recommended in pregnancy, and some infectious diseases can actually cause serious harm to pregnant women or their unborn babies.</p> <p><a href="#">Immunisation for pregnancy   Australian Government Department of Health, Disability and Ageing</a></p>                                                                                                                                                                                                                                        |



## Barriers to immunisation

| Barrier                                                                             | Solution                                                                                                                                                                                                                                                                                                                                |
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| It's too hard to make an appointment                                                | <p>Simplify the booking process. Make your online booking link prominent and offer multiple booking options (phone, in-person, online).</p> <p>Offer opportunistic immunisation through walk-in appointments whenever possible. Train your staff to offer appointments and ensure they are mentioning availability to all patients.</p> |
| The vaccine is available only at inconvenient times, and I can't take time off work | <p>Make sure you have availability to provide immunisations outside standard business hours.</p> <p>Offering immunisations after hours and on weekends is what sets community pharmacy apart from other service providers.</p>                                                                                                          |
| I haven't been contacted about receiving my vaccines                                | <p>Communicate directly with your patients enrolled in professional services apps to remind them of their eligibility for immunisations.</p> <p>Talk to every single patient about the availability of immunisation medicines and actively recommend them.</p>                                                                          |