



Immunisation Recall and Reminder Grant 2025

Information





Acknowledgement

We acknowledge the traditional custodians of this land, the Turrbal and Jagera people of Brisbane, the Gubbi Gubbi people of Caboolture & Bribie Island, the Waka Waka people of Kilcoy and the Ningy Ningy people of Redcliffe. We pay our respects to Elders past, present and future for they hold the memories, the traditions, the culture and hopes of Aboriginal and Torres Strait Islander Australia.

Immunisation Recall and Reminder Grant 2025

This initiative is designed to enhance immunisation rates for COVID-19, influenza, pneumonia and National Immunisation Program (NIP) immunisations within the region.

We will support general practices and Aboriginal Community Controlled Health Services (ACCHS) by providing:

- ✓ grant funding of \$2,000.00 (ex. GST) per practice
- ✓ access to funded GoShare SMS Recall campaigns that include SMS credits, SMS templates, GoShare software Integration and GoShare Helpdesk support
- ✓ Practice Support website and resources in the Immunisation Recall and Reminder Grant Payment and Funded Activities Guide.

The grant funding is to allow participating practices to designate dedicated nursing staff time and resources for managing recalls, reminders, and personalised discussions about immunisation options with their most vulnerable patient groups.

Practices will leverage their Clinical Information System (CIS) or Primary Sense *Winter Wellness* reports to identify patients who are due or overdue for influenza, COVID-19 and pneumonia vaccines. To support practices with sending recalls and reminders, PHN and Pfizer funded SMS credits are available for practices to access as part of the activity process.

Furthermore, practices should complete opportunistic discussions regarding the importance of COVID-19, influenza, and pneumonia vaccinations in enhancing health outcomes and offer vaccinations to vulnerable patients.

Grant activities

Typically, flu season in Australia extends from 30 March to 30 September. Recall and reminder activities conducted as part of the Immunisation Recall and Reminder Grant 2025 should be carried out over a minimum of four weeks to achieve optimal vaccination rates among vulnerable patients.

Reporting requirements for Part 1 of the Activity Plan, involves detailing the reports utilised to identify patients for recalls, providing the number of vulnerable patients within the practice who are due or overdue for vaccinations, and outlining the vaccine recall activities the practice will participate in. The vaccinations include, initially, influenza, with options to include COVID-19 and pneumonia vaccines.

Your practice will have access to resources and support from GoShare SMS Campaign(s) should you choose to utilise these options.

Additionally, you will receive support from your PHN Quality Improvement and Development Engagement Officer to help you complete these tasks.

Reporting requirements for Part 2 of the Activity Plan is to detail the reports used to identify the patients for recalls. These reports should be the same as the initial reports for the activity, the number of vulnerable patients in the practice due or overdue for vaccines, (influenza, COVID-19 and/or pneumonia) vaccines after the completion of the recall activities. Additionally, reporting the total number of targeted vaccines administered in the practice over the duration of the activities.

The work is expected to be completed by mid-August 2025, with the final report deadline set for September 30 2025.

The process

Brisbane North PHN have reviewed your expression of interest and notified your practice of your successful application via email. The correspondence included:

- your Grant Agreement for completion
- **Immunisation Recall and Reminder Grant - Activity Plan** (*previously referred to as Continuous Quality Improvement Plan or CQI Plan*) and
- a request for a complying tax invoice

Please review, sign, and return the **Grant Agreement** along with the **completed Part 1 of the Activity Plan**, as well as your practice's compliant **tax invoice**, to Brisbane North PHN via email.

Once we receive your signed agreement, invoice, and Part 1 of your Activity Plan, we will send you an email with your practice participation package. If your practice has chosen to be part of any of the GoShare SMS campaigns, this email will also include the registration details you need to start with GoShare, as well as a recorded information session about the grant activities, what data and how you'll need to report it.

Once the Grant Agreement has been finalised, your practice will receive the grant payment of \$2,000.00 (ex. GST). This payment will be processed and deposited into the bank account provided on the compliant tax invoice within 14 business days.

Your practice team will carry out the activities outlined in Part 1 of your Activity Plan. It's best to allow at least four weeks for the recall and reminder activities to get the best results in getting your vulnerable patients vaccinated. The work is expected to be completed by mid-August 2025, with the final report deadline set for September 30 2025.

Resources

Immunisation recalls and reminders - Practice Support - Brisbane North PHN

Documentation –

Resources for providers on bulk deactivation: Recommended to be done PRIOR to starting the activity.

[Best Practice: bulk archive of inactive patients](#)

[Medical Director: bulk archive of inactive practice](#)

Best Practice Free Resources

<https://trainitmedical.com.au/resources-and-support/bp-software-resources-free-templates/>

Medical Director Free Resources

<https://trainitmedical.com.au/what-we-train/medical-director/>

Primary Sense Quick Reference Guides

<https://www.primarysense.org.au/>

GoShare Healthcare

<https://healthily.com.au/goshare/>

GoShare Training Videos

<https://healthily.com.au/goshare-training-videos/>

Recordings –

Immunisation Recall and Reminder Grant –

[Activity reporting requirements](#)

Searching vaccination numbers –

[Best Practice vaccination search instructions](#)

[Medical Director vaccination search instructions](#)

Searching vulnerable patients –

[Medical Director vulnerable population patient search](#)

For support email covid19@brisbanenorthphn.org.au or phone Practice Support on 07 3490 3495.