

# Useful Contacts

**Note:** Details are current at time of publication.

| Australian Immunisation Register (AIR)  | Telephone    |
|---|--------------|
| General enquiries<br><i>Assistance with immunisation histories for individuals, amendments/corrections to records</i> | 1800 653 809 |
| Stationary orders   | 1800 067 307 |
| Internet help desk<br><i>Assistance with secure site for immunisation providers</i>                                   | 1300 650 039 |

| Australian Immunisation Register (AIR)                    | Web addresses  |
|---|--|
| AIR   | <a href="http://www.humanservices.gov.au/health-professionals/services/medicare/hpos">www.humanservices.gov.au/health-professionals/services/medicare/hpos</a>   |
| AIR secure email  | Refer to Appendix 3 for details  |
| Information for immunisation providers                    | <a href="http://www.humanservices.gov.au/health-professionals/services/medicare/australian-immunisation-register-health-professionals">www.humanservices.gov.au/health-professionals/services/medicare/australian-immunisation-register-health-professionals</a>   |
| Information for parents/carers                            | <a href="http://www.humanservices.gov.au/customer/enablers/immunisation-requirements">www.humanservices.gov.au/customer/enablers/immunisation-requirements</a>   |
| Immunisation stationery orders for immunisation providers | <a href="http://www.humanservices.gov.au/organisations/health-professionals/services/medicare/australian-immunisation-register-health-professionals#group-450">www.humanservices.gov.au/organisations/health-professionals/services/medicare/australian-immunisation-register-health-professionals#group-450</a> |

| Queensland Health         | Telephone      | Fax            | Postal address                              |
|---------------------------|----------------|----------------|---|
| Immunisation Program (IP) | (07) 3328 9888 | (07) 3328 9720 | Reply Paid 2368<br>Fortitude Valley BC 4006 |

| Public health units  | Telephone      | Fax            | Postal address                       |
|--|----------------|----------------|--------------------------------------|
| <b>Cairns and Hinterland</b><br>(includes Cape York and Torres Strait) | (07) 4226 5555 | (07) 4226 3095 | PO Box 1103<br>Cairns Qld 4870       |
| <b>Central Queensland &amp; Central West</b> (Rockhampton)             | (07) 4920 6989 | (07) 4920 6865 | PO Box 946<br>Rockhampton Qld 4700   |
| <b>Darling Downs</b> (Toowoomba)                                       | (07) 4699 8240 | (07) 4699 8477 | PO Box 405<br>Toowoomba Qld 4350     |
| <b>Gold Coast</b>  | (07) 5667 3200 | (07) 5667 3281 | PO Box 318<br>Nerang Qld 4211        |
| <b>Mackay</b>  | (07) 4885 5800 | 07 4885 5818   | PO Box 5580<br>Mackay MC Qld 4741    |
| <b>Metro North</b><br>(Brisbane North)                                 | (07) 3624 1111 | (07) 3624 1129 | Locked Bag 2<br>Stafford DC Qld 4053 |
| <b>Metro South</b><br>(Brisbane South)                                 | (07) 3176 4000 | (07) 3176 4045 | PO Box 333<br>Archerfield Qld 4108   |



| Public health units (cont)                | Telephone      | Fax            | Postal address                            |
|---|----------------|----------------|---|
| <b>North West</b><br>(Mount Isa and Gulf) | (07) 4744 7186 | (07) 4744 7192 | PO Box 1097<br>Mount Isa Qld 4825         |
| <b>Sunshine Coast</b>                     | (07) 5409 6600 | (07) 5443 5488 | PO Box 577<br>Maroochydore Qld 4558       |
| <b>Townsville</b>                         | (07) 4433 6900 | (07) 4433 6901 | Locked Bag No 4016<br>Townsville Qld 4810 |
| <b>West Moreton</b> (Ipswich)             | (07) 3818 4700 | (07) 3818 4701 | PO Box 188<br>Goodna Qld 4300             |
| <b>Wide Bay</b> (Bundaberg)               | (07) 4303 7500 | (07) 4303 7599 | PO Box 185<br>Bundaberg Qld 4670          |
| <b>Wide Bay</b> (Hervey Bay)              | (07) 4184 1800 | (07) 4303 7559 | PO Box 724<br>Hervey Bay Qld 4655         |

| Medicare Australia                | Telephone    | Email/web address   |
|-----------------------------------|--------------|---|
| eBusiness Service Centre          | 1800 700 199 | ebusiness@humanservices.gov.au<br>www.humanservices.gov.au/health-professionals/<br>subjects/doing-business-online-health-professionals |
| AIR Business Development Officers | 1800 700 199 | air.program.support@humanservices.gov.au  |

| National HPV Vaccination Program Register  | Telephone    |
|--|--------------|
| <b>The HPV Register will cease collecting HPV vaccination records after 31 October 2018. All records on the HPV Register will be transferred to AIR.</b> |              |
| Enquiries  | 1800 478 734 |

| Practice management software vendors | Telephone    | Web address                               |
|--------------------------------------|--------------|---|
| Best Practice                        | 1300 40 1111 | www.bpssoftware.net                       |
| Communicare (HealthConnex)           | 1800 798 441 | www.telstrahealth.com/communicare         |
| Genie Solutions                      | 1300 889 362 | www.geniesolutions.com.au                 |
| GPComplete                           | 1300 794 471 | www.pmsc.com.au                           |
| Medical Director                     | 1300 300 161 | www.medicaldirector.com                   |
| PracSoft (by Medical Director)       | 1300 300 161 | www.medicaldirector.com/products/pracsoft |
| Medtech                              | 1800 148 165 | www.medtechglobal.com/au/                 |
| Stat Health                          | 1300 007 828 | https://stathealth.com.au/                |
| Zedmed                               | 1300 933 000 | www.zedmed.com.au                         |