



Australian Government



Service Finder and Online Bookings FACT SHEET

Version2 – 1 July 2023

Service Finder

Service Finder operated by Healthdirect Australia, provides a single portal where people can access all COVID-19 vaccination providers across Australia.

All approved COVID-19 vaccination sites must be listed on Service Finder to ensure timely and transparent access for all people living in Australia. Sites are encouraged to accept bookings from all eligible people where supply allows, and demand exists.

The Department will arrange the initial publication of your site's details on the Service Finder within 2 weeks of placing your first order.

Updating your Clinic Information on Service Finder

Provider Connect Australia

COVID vaccine providers can register in the Australian Digital Health Agency's Provider Connect Australia (PCA), a new service which allows you to update and manage your public facing information on Service Finder. We strongly encourage you to register with PCA and ask you maintain the information for the vaccines you will be administering and other information relevant to your site. This will ensure your new vaccine service displays correctly on the Service Finder.

Getting started in PCA

1. Read the pre-registration checklist
2. Register your organisation
3. Set up your organisation
4. Maintain organisation details

For more information about PCA please visit the [Provider Connect Australia web hub](#).

TO DO

- Prepare to register in Provider Connect Australia and review the [pre-registration checklist](#)
- Register your organisation** in PCA
- Once registered in PCA, continue to maintain your vaccine service and site information in PCA.

Online Bookings

Online booking systems

Many online booking systems are integrated with the Service Finder to enable patients to make a booking and to see real-time booking availability. If you have an online booking system that you intend to use to manage patients for COVID-19 vaccinations, you should contact your booking system provider for information on how to set it up for vaccination appointments, including if you would like to manage appointments for each vaccine type separately.

Healthdirect will work directly with the booking provider to ensure your booking profile is integrated with Service Finder. You do not need to contact Healthdirect Australia. By default, the site name, address and contact details entered at the time of CVAS registration will be provided to Service Finder, however CVAS will not ask for clinic opening hours or booking provider. The information you provide about your vaccine administration at onboarding will be used to set up your booking profile in Service Finder. If your online booking platform is not integrated, we can provide a web link through to your system.

If you do not have an online booking system

You do not need to change your existing booking process (e.g. telephone, online or walk-in), however you are encouraged to consider adopting an online booking system to enable better access for patients through Service Finder. There are a variety of commercially available systems, many of which include consent management, integration with Service Finder and other tools to support your site. Please discuss this with existing software providers in the market.

NOTE:

It can take up to 2 weeks for your booking links to be available in Service Finder.

Appendix A: Key Contacts

<p>Vaccine Operations Centre (VOC)</p> <p>The VOC is the central point of contact within the Department to assist you with operational components of the COVID-19 vaccine roll-out. Contact details for the VOC are for participating sites only. Please do not provide these details to consumers</p>	<p> 1800 318 208</p> <p> COVID19VaccineOperationsCentre@health.gov.au</p>
<p>Service Finder</p>	<p> CV19.Products@health.gov.au</p> <p> 1800 316 375</p> <p>Monday to Friday, 9am to 5pm (AEST/AEDT)</p>
<p>PRODA support</p>	<p> 1800 700 199 (option 1) or</p> <p> proda@servicesaustralia.gov.au</p> <p>Monday to Friday, 8am to 5pm (AEST/AEDT)</p>
<p>Provider Connect Australia</p>	<p> 1300 901 001</p> <p> pca@digitalhealth.gov.au</p> <p>Monday to Friday, 8am to 5pm (AEST/AEDT).</p>

This version of the Service Finder and Online Booking Provider Factsheet replaces previous versions as it contains additional information as well as updated numbers and links.