

COVID onboarding FAQs

Offering COVID-19 vaccinations at your site.

COVID-19 vaccination remains important, particularly for people aged 65+ and those with underlying health conditions. These FAQs provide an update on the simplified COVID-19 vaccination programme and guidance on next steps.

Does the COVID-19 vaccine still require multi-dose vials, dilution or complex preparation?

No. For people aged 12 years and over, the COVID-19 vaccine is supplied as a single-dose pre-filled syringe that can be stored alongside other routine vaccines. There is no dilution or vial draw-up required, making vaccine preparation much simpler than previous formulations.

Other age-appropriate COVID-19 vaccine formulations are available including:

- Children aged 5–11 years: single dose vial with no dilution required.
- Children aged 6 months–4 years: multi-dose vial that requires dilution.

Do I need a separate COVID-19 contract?

No. From 1 July 2026, COVID-19 vaccine administration is included within the PHOSA and ICPSA contracts meaning these providers no longer require a separate standalone COVID-19 contract.

If your organisation is not currently operating under a PHOSA or ICPSA agreement, please contact your Regional Approver for advice.

Do vaccinators need to complete specific COVID-19 training?

Yes. All vaccinators offering COVID-19 vaccines must complete the 3-hour IMAC [COVID-19 Vaccinator course](#) before

commencing COVID-19 vaccination. This training covers COVID-19-specific considerations, such as pre-vaccination screening and post-vaccination advice. Vaccinators who completed COVID-19 training during the pandemic are **strongly encouraged to refresh their knowledge**, as guidance has changed.

Is a specific site set-up still required to offer COVID-19 vaccinations?

No, however we recommend providers utilise the [Self site checklist \(Appendix A\)](#) as a readiness check. It is likely that most vaccinating GPs and pharmacies will already have everything in place.

What about storage and cold chain requirements?

Standard cold chain requirements apply for COVID-19 vaccines. Sites should have current Cold Chain Accreditation and COVID-19 vaccinations must be reflected in the cold chain policy. Sites should ensure they have sufficient fridge capacity to support additional stock and have informed their Immunisation Coordinator.

How do we order COVID-19 vaccines?

COVID-19 vaccines are free to order, with no minimum order quantity, through the Health NZ Inventory Management System (IMS). To get access to the IMS, providers must first contact their **Regional Approver** to complete the onboarding process and confirm they are ready to offer COVID-19 vaccination services.

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Once you are set up in IMS, login details will be sent and when logged on will be able to access information on using the portal.

If further support is required after receiving log in details, contact the Helpdesk at

help@imms.min.health.nz For support with

orders contact the Vaccine Logistics Team

vaccine logistics@tewhatauora.govt.nz

When do I use the 'privately purchased' indication?

Use the 'Privately purchased' indication only when the consumer is paying privately for their vaccination because they are not eligible for funded vaccination. Selecting this indication will **not** trigger an administration fee payment.

How do I claim the COVID-19 vaccine administration fee?

There are no changes to how COVID-19 administration fees are claimed following the contract changes from 1 July 2026.

Payment continues to be triggered when the vaccination is recorded in AIR.

- GP: Record COVID-19 vaccinations in your PMS, as you do for other funded vaccinations. Your PMS sends the vaccination record to AIR, which triggers payment of the administration fee.
- Pharmacy: Record COVID-19 vaccinations directly into AIR. Recording the vaccination in AIR triggers payment of the administration fee.

How do consumers find our service?

Once you begin offering COVID-19 vaccination, ensure your **Healthpoint** listing

is updated to include COVID-19 vaccination services, as this is used by consumers and the Vaccine Helpline agents to direct consumers to local providers.

Providers who use [Book My Vaccine](#) should also update this listing.

What consumer resources are available to support COVID-19 vaccination?

A range of consumer resources are available through HealthEd and BlueStar to support promotion and informed consent discussions, including the required:

- *What you need to know about the COVID-19 vaccination (HP8590)*
- *After the COVID-19 vaccination (HP8591)*

Additional resources, including consent forms, posters and leaflets, are also available.

Interested in offering COVID-19 vaccination?

Contact your **Regional Approver** for support and approval to commence COVID-19 vaccination:

Northern

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Te Ikaroa

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Sarah.Wood@TeWhatuOra.govt.nz

Contact the National Immunisation Team if you have further questions

Immunisation@tewhatauora.govt.nz