

Flu Vaccination Program Participant FAQs



Pharmacy voucher

How do I download a voucher?

To download a pharmacy voucher please follow the unique link provided by your organisation. This will take you to a page with a map of all available pharmacy locations.

The steps for finding your ideal pharmacy:

1. Enter your postcode and press the search
2. The map will narrow the field of view to the post-code
3. Select a pharmacy pin (colours vary depending on pharmacy brand)
4. The pharmacy brand selection will automatically change on the left side, you do not need to filter.
5. Enter your name, email and any additional criteria requested by your organisation.
6. Submit a request and the voucher will be emailed to you automatically.

Which type of flu shot will be available?

In line with the Department of Health's National Immunisation Program (NIP), our flu vaccination voucher covers the 2023 Quadrivalent egg-based influenza vaccine this season.

The composition of the influenza vaccine for use in the 2023 Southern Hemisphere will contain the following:

- an A/Sydney/5/2021 (H1N1)pdm09-like virus;
- an A/Darwin/9/2021 (H3N2)-like virus;
- a B/Austria/1359417/2021 (B/Victoria lineage)-like virus; and
- a B/Phuket/3073/2013 (B/Yamagata lineage)-like virus.

Cell-based vaccines and over 65s flu vaccines are not available via Bupa's flu vaccination voucher.

Please consult your local pharmacy or your GP if you require one of these vaccines. Please note, the cost of these vaccines is not covered by your company's vaccination program.

Pharmacies Bupa have partnered with in 2023.



How do I change my voucher to a different pharmacy?

To change your voucher to a different pharmacy please [click here](#).

Once you have been sent to the landing page, please follow the prompts to access a new voucher with an alternate pharmacy chain. If you cannot see the pharmacy chain you would like to move to, this may be because; we are not partnered with that chain this season, or you may not be able to use your current voucher with that chain.

How long do I have before my voucher expires?

Most vouchers will expire on the 31st July 2023, except for Chemist Warehouse whose vouchers expire on the 10th June 2023.

Can I use my voucher at any pharmacy within that chain?

Yes, you can use your voucher with any pharmacy within that chain. For example, if you download a Priceline voucher, you may book a vaccination with any participating Priceline pharmacies.

Can I get vaccinated for COVID and Flu on the same day?

Yes, you can get vaccinated for both on the same day. The Department of Health has advised that the co-administration of COVID-19 and influenza vaccines is safe and produces a good immune response. The COVID-19 vaccination is not offered as part of this program.

Will the COVID-19 vaccine also protect me against the flu?

The COVID-19 vaccine will not protect you against influenza (flu). Flu vaccination reduces your chances of getting influenza. Safeguarding against influenza is always recommended as statistics show an average of 1,500 to 3,000 people die from influenza in Australia each year during a typical flu season.

Being vaccinated against the flu also helps to protect others, particularly people who are more vulnerable to infections (e.g. elderly people). The flu vaccination for next flu season is expected to become available from end of March 2023.

How do I cancel my voucher?

To cancel your pharmacy voucher please email bupaflusupport@ausvacs.com.au and one of our team will cancel the voucher for you. Please provide your name, voucher number and company in the email request.

If you have made a booking with your voucher code, you must cancel your appointment directly with the pharmacy. Without cancelling your appointment and voucher, the voucher will be marked as redeemed and your company will be charged for the voucher.

Who updates my immunisation record?

The pharmacy you received your influenza vaccination will update your immunisation records. Should you have any issues with this you will need to contact the pharmacy as the pharmacy gathers your personal data.

I am feeling unwell should I still get vaccinated?

In a situation like this, we recommend calling the pharmacy where you made the appointment, if possible, before the day of your booking, who will advise from there.

Why is the pharmacy not accepting my voucher?

There are several reasons your voucher may not have been accepted.

- If you are trying to book an appointment with the pharmacy early in the influenza vaccination window (mid/late March), some pharmacies may not have received their vaccine stock, so will not advertise appointments until they have a confirmed date of when their stock is arriving. Pharmacy locations that you saw on the voucher ordering page are based on data provided to Bupa by the pharmacies. They will be offering appointments, but you may wish to wait until they are ready to start advertising appointment times. Alternatively, if you can't see an appointment on the pharmacy website, you can call the store to confirm when they are receiving stock.
- You may be booking your appointment after July 31st.
- The specific pharmacy branch may not be participating in our voucher program, even though their brand is providing the service i.e. Not all Chemist Warehouse stores can provide pharmacy vaccinations. Only locations shown on our website are participating in the program.
- There may be issues with the system of that pharmacy or ours, In this case we recommend you contact us at bupaflusupport@ausvacs.com.au who will work on solving the issue should it be an internal one. We will also work with the pharmacy chain to process the vouchers as smoothly as possible should the issue be on their side.



Content accurate as of 1 February 2023.

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