

Frequently Asked Questions

Pharmacy Voucher



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For questions about Influenza and the Influenza Vaccine, see our [Influenza Frequently Asked Questions](#).

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 postcode.
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 2024 Quadrivalent egg-based influenza vaccine this season.

The composition of the influenza vaccine for use in the 2024 Southern Hemisphere will contain the following:

- an A/Victoria/4897/2022 (H1N1) pdm09-like virus;
- an A/Thailand/8/2022 (H3N2)-like virus; and
- 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 may not be covered by your organisation's vaccination program.

Which pharmacy chains has Bupa partnered with in 2024?

Australia

- Amcal
- Blooms the Chemist
- Chemist Warehouse
- Chempro
- Discount Drug Stores
- Guardian
- National Pharmacies
- Priceline
- Ramsay Pharmacies
- Soul Pattinson
- Terry White Chemmart

New Zealand

- Chemist Warehouse
- Life Pharmacy
- Unichem

Please note, not all pharmacy chains may be included in your organisation's vaccination program.

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 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 be able to use your current voucher with that current chain.

I have lost my voucher; how can I request a new one?

To request a copy of your original voucher email, please click [here](#).

Once you have been sent to the landing page, please follow the prompts to re-issue your voucher.

How long do I have before my voucher expires?

Most vouchers will expire on the 31st of July 2024, except for Chemist Warehouse whose vouchers expire on the 10th of June 2024.

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.

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 organisation 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 organisation will be charged for the voucher.

Who updates my immunisation record?

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

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 the voucher expiry date.
- 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.

If you have any further questions, please contact our friendly customer services team on T 02 8097 0759 or E bupaflusupport@ausvacs.com.au

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