



WA COLD CHAIN BREACH PROTOCOL

This protocol describes the process for reporting a cold chain incident with a government-funded vaccine product, and is derived from Appendix 3 of the [National Vaccine Storage Guidelines 'Strive for 5'](#)

VACCINE PRODUCT MANAGEMENT

1. Immediately isolate the vaccines.
2. Keep vaccines refrigerated between +2°C to +8°C, and label 'DO NOT USE'.
3. Contact your public/population health unit (PHU) and speak to the Regional Immunisation Coordinator (RIC) as soon as possible (during business hours).
4. Do not discard any vaccines until advised to do so by your RIC.
5. Take steps to correct the problem and to prevent it from recurring.
6. For privately purchased vaccines, contact the manufacturer for advice.

REPORT A COLD CHAIN BREACH

Notify the RIC of a cold chain breach (CCB) as follows:

1. Complete the *Cold chain breach and vaccine wastage report form* (https://ww2.health.wa.gov.au/Articles/A_E/Cold-chain-management).
2. Send the form to the RIC using the appropriate contact details below, then phone the RIC if vaccines have had a previous CCB, or to follow up as required.

CONTACT LIST

- For the RIC contact list visit [public health unit \(PHU\) Regional Immunisation Coordinator \(RIC\)](#) and refer to your postcode for your local PHU.

PHU	Phone no.	Fax no.	Email
Goldfields	9080 8200	9080 8201	WACHSGoldfieldsCommunicableDiseaseControl@health.wa.gov.au
Great Southern	0438 900361	9892 2503	WACHSGreatSouthernCommunicableDiseaseControl@health.wa.gov.au
Kimberley	9194 1630	9194 1631	WACHSKimberleyCommunicableDiseaseControl@health.wa.gov.au
Midwest	9956 1980	9956 1991	WACHSMidwestCommunicableDiseaseControl@health.wa.gov.au
Pilbara	9174 1660	9174 1088	WACHSPilbaraCommunicableDiseaseControl@Health.wa.gov.au
South West	9781 2355	9753 6587	WACHSSouthwestCommunicableDiseaseControl@health.wa.gov.au
Wheatbelt	9690 1720	9690 1335	WACHSWheatbeltCommunicableDiseaseControl@health.wa.gov.au
Metro (MCDC)	9222 8588	9222 8599	contactMCDC@health.wa.gov.au

- For information relating to vaccine orders and/or to advise the vaccine orders team to delay a vaccine delivery, contact vaccineorders@health.wa.gov.au and quote your account number and order number reference in all correspondence.