

1800 679 477 (1800 NSWISS)

NSW IMMUNISATION SPECIALIST SERVICE

The NSWISS helpline is for clinical advice on:

- immunisation, including COVID-19
- investigation and management of suspected adverse events following immunisation (AEFI)
- future vaccine doses



There is one clinician answering the helpline from Monday to Friday, 9 am to 5 pm.



If your call goes to voicemail, it is essential to leave a message with your direct contact number.



For urgent after-hours advice about serious AEFI, call 02 9845 0000 and ask for the on-call immunisation specialist.



This service is not for reporting adverse events following COVID-19 vaccination. Adverse events should be reported to your local public health unit or the Therapeutic Goods Administration.

The NCIRS COVID-19 vaccines FAQ may have the answer to your question. The FAQ is updated regularly.

