



# Web Services Australian Immunisation Register (AIR)

## AIR Developers Guide

**November 2024 Release**

### Australian Immunisation Register Web Services

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## Notice

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## Document Change Control

Date of Issue	Brief Description of Change
10 October 2019	Implementation of Web Services – Version 1.0.0
1 November 2019	Version 1.0.1 <b>Section 6.3</b> – update to NOI Testing requirements Formatting updates
20 April 2020	Major update – <ul style="list-style-type: none"> <li>Updated all email addresses and departmental references to Services Australia (the agency)</li> <li>Section 3.1 and 5.9 Addition of reference to the AIR Vaccine Codes Formats User Guide and the Health Systems Developer Portal (the portal) throughout the document</li> </ul>
17 August 2020	Version 2.0.1 - updates <ul style="list-style-type: none"> <li>Updates to Definitions, Acronyms and Abbreviations</li> <li>OTS Liaison contact details updated</li> <li><b>Section 4.2</b> - Web Service updates- 12 month transition</li> <li><b>Section 5</b> - Development and Testing updates <ul style="list-style-type: none"> <li>5.1- Accept the Interface Agreement</li> <li>5.2- Download the Web Services Licensed Material</li> <li>5.3 - Access the Vendor environment</li> <li>5.6 - Production access</li> <li>5.7 - Health Care Organisations utilising software products</li> </ul> </li> <li><b>Section 6</b> - Notice of Integration (NOI) Testing Process <ul style="list-style-type: none"> <li>6.1 - Review of User Manuals</li> <li>6.5 - NOI issued</li> <li>6.6 - NOI retesting</li> </ul> </li> <li><b>Section 8</b> – Appendix 7 <ul style="list-style-type: none"> <li>7.1 - Data Validation</li> <li>7.3 - Transmitting Immunisation data to the AIR</li> <li>7.4 - Technical support and help</li> </ul> </li> </ul>
11 December 2020	Version 3.0.0 – Major update <ul style="list-style-type: none"> <li>Updates to Definitions, Acronyms and Abbreviations</li> <li>Additional associated documents</li> <li><b>Section 4</b> – AIR Web Services for B2B <ul style="list-style-type: none"> <li>4.1 – Current version (n)</li> <li>4.2 – Previous version (n-1)</li> </ul> </li> <li><b>Section 6</b> - Notice of Integration (NOI) Testing Process <ul style="list-style-type: none"> <li>6.3 – NOI Testing</li> </ul> </li> <li><b>Section 8</b> – Appendix B <ul style="list-style-type: none"> <li>8.1 – Vaccines used for AIR Notifications</li> </ul> </li> </ul>
29 April 2021	Version 3.0.1 – Minor update Document updates only to provide clarity/further information: <ul style="list-style-type: none"> <li><b>Section 5.7</b> – Health Care Organisation utilising software products <ul style="list-style-type: none"> <li>Additional information around Minor ID and PRODA requirements.</li> </ul> </li> </ul>

Date of Issue	Brief Description of Change
	<ul style="list-style-type: none"> <li>• <b>Section 6.1 – Review of User Manuals</b> <ul style="list-style-type: none"> <li>◦ Clearer information around minimum requirements for User Manuals.</li> </ul> </li> <li>• <b>Section 6.7 – Additional NOI requirements for API only products</b> <ul style="list-style-type: none"> <li>◦ New section to explain the NOI requirements for API only products (intermediary).</li> </ul> </li> <li>• <b>Section 8.1 – Vaccines used for AIR Notifications</b> <ul style="list-style-type: none"> <li>◦ Clarified Batch number is optional in a systemic sense but mandatory for users when reporting to the AIR.</li> </ul> </li> </ul>
25 August 2021	<p>Version 3.0.2 – Minor update</p> <ul style="list-style-type: none"> <li>• <b>Section 4.3 – Web Service Updates</b> <ul style="list-style-type: none"> <li>◦ Revision of Section 4.3 Web Service Updates, and replaced with reference to Web Services Version Control Policy.</li> </ul> </li> <li>• <b>Section 5.4 – Access the vendor environment</b> <ul style="list-style-type: none"> <li>◦ Additional of note regarding unit testing.</li> </ul> </li> <li>• <b>Section 6.2 – Requesting Certification (NOI Testing)</b> <ul style="list-style-type: none"> <li>◦ Updated all references of product details to Application Details Form (ADF).</li> </ul> </li> <li>• <b>Section 6.3 – NOI Testing</b> <ul style="list-style-type: none"> <li>◦ Additional text for clarity with NOI testing.</li> </ul> </li> <li>• <b>Section 6.4 – Exemption Requests</b> <ul style="list-style-type: none"> <li>◦ Additional text for clarity with Exemption Requests.</li> </ul> </li> </ul>
29 September 2021	<p>Version 3.0.3 – Major update</p> <ul style="list-style-type: none"> <li>• <b>Section 4.1 – Current Versions of Web Services</b> <ul style="list-style-type: none"> <li>◦ Updates to section 4.1 Current Versions of Web Services to clarify the latest versions of Web services</li> </ul> </li> <li>• <b>Section 4.2 – Previous Versions of Web Services</b> <ul style="list-style-type: none"> <li>◦ Updates to clarify the previous versions of web services</li> </ul> </li> </ul>
4 February 2022	<p>Version 3.0.4 - Minor update</p> <ul style="list-style-type: none"> <li>• <b>Section 3.3 – Support Contact Details</b> <ul style="list-style-type: none"> <li>◦ Update to contact details</li> </ul> </li> <li>• <b>Section 4.1 – Current version (n)</b> <ul style="list-style-type: none"> <li>◦ Addition of note to replace removal of section 4.4</li> </ul> </li> <li>• <b>Section 4.4 – Web Services Updates</b> <ul style="list-style-type: none"> <li>◦ Removal of this section</li> </ul> </li> <li>• <b>Section 5.1 – Accept the Interface Agreement</b> <ul style="list-style-type: none"> <li>◦ Correction and removal of information</li> </ul> </li> <li>• <b>Section 5.3 – Access the Vendor environment</b> <ul style="list-style-type: none"> <li>◦ Correction and removal of information</li> </ul> </li> <li>• <b>Section 5.4 – Undergo testing of your product</b> <ul style="list-style-type: none"> <li>◦ Addition of information for clarity at</li> </ul> </li> <li>• <b>Section 6.2 – Requesting Certification (NOI Testing)</b> <ul style="list-style-type: none"> <li>◦ Addition of information for clarity</li> </ul> </li> <li>• <b>Section 8.1 – Vaccines used for AIR Notifications</b> <ul style="list-style-type: none"> <li>◦ Updated description for Batch number as it is mandatory for COVID-19 vaccines.</li> </ul> </li> </ul>
11 July 2022	<p>Version 3.0.5 - Minor update</p> <ul style="list-style-type: none"> <li>• Updated Developer Support team name and email address to Developer Liaison</li> </ul>
2 December 2023	Version 3.0.6

Date of Issue	Brief Description of Change
	<ul style="list-style-type: none"> <li>Section 4 AIR web Services for B2B <ul style="list-style-type: none"> <li>New table added for AIR API V1.3.0 AIR API – Immunisation Encounter V1.3.0, AIR API – Individual Details v1.2.0</li> </ul> </li> <li>Section 8 Appendix <ul style="list-style-type: none"> <li>Change B to A</li> </ul> </li> <li>Section 8.1 Vaccines used for AIR Notifications <ul style="list-style-type: none"> <li>Updated batch number information</li> </ul> </li> </ul>
July 2024	<p>Version 3.0.7 - Minor update</p> <ul style="list-style-type: none"> <li>Updated Sections 1.2, 5.2, 5.4, 5.5, 5.6, 6.3 and 6.5 to remove references to MCOL and PBS developers being required to integrate AIR functionality into their software products to obtain a Notice of Integration (NOI)</li> <li>Updated Section 8.1 to add link to Services Australia external vaccine formats web page</li> </ul>
November 2024	<p>Version 3.0.8 - Minor update</p> <ul style="list-style-type: none"> <li>Updated Associated Documents table to include AIR Reference Data API</li> <li>Updated Section 3.1 – added AIR Reference Data API to table</li> <li>Updated Section 4.1 – Current version (n) to reflect new versions of AIR web services</li> <li>Updated Section 4.2 – Previous version (n-1) to reflect new versions of AIR web services</li> <li>Updated Section 4.3 – Previous version (n-2) to reflect new versions of AIR web services</li> <li>Updated Section 4.4 – Previous version (n-3) to reflect new versions of AIR web services</li> <li>Updated Section 5.3 – Corrected reference to test data</li> <li>Updated Section 5.6 – Updated old Developer Support name to new Developer Liaison</li> </ul>

## Associated Documents

The following table lists all documents that are relevant to this document:

Document Name	TECH.SIS
AIR Web Services - Common Rules	TECH.SIS.AIR.01
AIR Record Encounter	TECH.SIS.AIR.02
AIR Planned Catch Up Date	TECH.SIS.AIR.03
AIR API Authorisation	TECH.SIS.AIR.04
AIR API Individual Details	TECH.SIS.AIR.05
AIR API Medical Exemptions	TECH.SIS.AIR.06
<a href="#">AIR Reference Data API</a>	TECH.SIS.AIR.07
AIR Vaccine Code Formats	User Guide

Document Name	TECH.SIS
AIR Web Services Change Guide	Change Guide
AIR Message Code List	User Guide

## Definitions, Acronyms and Abbreviations

The following table provides a list of all terms, acronyms and abbreviations required to properly interpret this document and the System Interface Specifications:

Acronym	Description
Additional Vaccines Required	An individual may have an Additional Vaccines Required indicator recorded on the AIR as they may require additional vaccines as per the <i>Australian Immunisation Handbook</i> for special risk groups.
ADF	Application Details Form
AIR	Australian Immunisation Register- A national register that records all vaccinations given to individuals of all ages.
AIR-WS	Australian Immunisation Register Web Service
API	Application Programming Interface
B2B	Business to Business
CA	Client Adaptor - A suite of Application Programming Interfaces (API's) developed for online Medicare claiming (including AIR). The APIs are utilised at Health Care Locations (HCL) to interface between Client Systems (CS) and Medicare's systems using the latest web service channel. Client Adaptors are being replaced by the more modern B2B Web Services technology.
Catch up schedule	Catch up schedules are recorded on the Australian Immunisation Register (AIR) so that children or individuals may have an up-to-date status for family assistance payments purposes for the duration of the catch up schedule. Catch up schedules do not bring children or individuals up-to-date for immunisation purposes.
Claim	Group of one or more encounters. A claim will always have the same information provider but may have one or more different immunisation providers.
CS	Client System is a generic name for the software systems provided by a software developer used at Health Care Locations (HCL). Also known as Practice Management Software (PMS).
Date of service	The date entered on an Encounter Header form to record the immunisation date for all episodes for that encounter.
DVA	The Commonwealth Department of Veterans' Affairs
ECLIPSE	Electronic Claim Lodgment and Information Processing Service Environment
Encounter	A visit to a general practitioner or a vaccination provider where one or more episodes (vaccines) are administered.
Episode	An immunisation given to the individual by the vaccination provider. Each encounter will have at least one episode and may have up to five.
Health Care Location (HCL)	A Health Care Location is where the web services enabled software is located that is used by health professionals and administrators to send transmissions to the agency.
Health Care Organisation (HCO)	A Health Care Organisation is the entity registered in PRODA for B2B Web Service transmissions.
Health Systems Developer Portal	This secure platform (the portal) provides a gateway to access our licenced development material and API's, and to manage your applications and company details when on-boarding with Services Australia.
HPI-O	Healthcare Provider Identifier - Organisation (HPI-O) is allocated to organisations that deliver health services (e.g. hospitals, health centres). This identifier forms part of the national infrastructure needed to support secure electronic communications and in particular the My Health Record system.
HPI-I	Healthcare Provider Identifier - Individual (HPI-I) is allocated to health professionals involved in providing patient/client care. This identifier forms part of the national infrastructure needed to support secure electronic communications and in particular the My Health Record system.
HTTP	The Hypertext Transfer Protocol is a stateless application-level protocol for distributed, collaborative, hypertext information systems.
ICT	Information and Communications Technology

IHI	Individual Healthcare Identifier (IHI) is allocated to individuals enrolled in the Medicare program or issued a Department of Veterans' Affairs treatment card and others who seek healthcare in Australia (e.g. tourists, visa card holders). This identifier forms part of the national infrastructure needed to support secure electronic communications and in particular the My Health Record system.
Immunisation date	The date the immunisation was provided.
Immunisation provider	The provider who administered the vaccine to the individual.
Information payment	Eligible vaccination providers can get an information payment for completing a National Immunisation Program Schedule or a planned catch-up schedule for a child under 7 years old and recording it on the AIR. The information payments are up to \$6 per completed National Immunisation Program Schedule and \$6 per completed planned catch-up schedule for children under 7 years old.
Information provider	This is the provider who sent the information to the AIR. An information provider may be the same as an immunisation provider.
IRN	Individual Reference Number. A unique, identifying number for each person listed on a Medicare card. It appears to the left of each name on the Medicare card.
IT	Information Technology
JSON	JavaScript Object Notation (JSON) - an open-standard file format that uses human-readable text to transmit data objects consisting of object-properties pairs and array data types (or any other serializable value).
Medicare	Medicare is Australia's universal health care system operated by Services Australia. It guarantees all Australians (and some overseas visitors) access to a wide range of health and hospital services at low or no cost.
Medical contraindication	An individual may have a contraindication recorded on the AIR if they are "... assessed by a general practitioner, a paediatrician, a public health physician, an infectious diseases physician or a clinical immunologist as having a medical contraindication to a vaccine, and as a result should not receive a vaccination".
Message	In ICT terms, a message is a logical unit of information to communicate between ICT systems
Minor Id	The Minor Id is an identifier used by Services Australia. It is the identifier allocated to the location by the software developer (vendor) and is used to identify the transmission origin. The Minor Id is also known as the Customer Id, Location Id or Software Id.
Natural immunity	An individual may have a natural immunity recorded on the AIR if they are "... assessed by a general practitioner, a paediatrician, a public health physician, an infectious diseases physician or a clinical immunologist as not requiring a vaccination because the individual has contracted a disease or diseases, and as a result has developed a natural immunity".
NOI	Notice of Integration. For each Software Product Release a Software developer, in conjunction with Online Technical Support (OTS), performs a series of integration tests. If the integration tests are successful, the Software developer is issued with a Notice of Integration (NOI).
OTS	Online Technical Support
PMS	Practice Management Software/System is a generic name for the software systems used at HCL's. Also known as Client System (CS).
PRODA	The Provider Digital Access system that authenticates and manages identity for providers and organisations.
Receipt date	This is the date the information is received on the AIR.
REST	REST (Representational State Transfer) defines a set of architectural principles by which you can design Web Services that focus on a system's resources, including how resource states are addressed and transferred over HTTP by a wide range of clients written in different languages.
RESTful	RESTful APIs enable the developer to develop any kind of web application having all possible CRUD (create, retrieve, update and delete) operations.
Software Instance	A Software Instance (SI) node represents an instance of an off-the-shelf software product or equivalent proprietary item of software.

Services Australia	Services Australia is an Australian Government agency within the Social Services portfolio. The agency, formerly known as the Department of Human Services, continues to deliver Medicare, Centrelink and Child Support payments and services
TECH.SIS	Technical System Interface Specification
the agency	Services Australia (the agency)
the portal	Refer to Health Systems Developer Portal
Vaccination provider	A medical practitioner or a person who is recognised by Services Australia as a provider of vaccinations to individuals as per the <i>Australian Immunisation Register Act 2015</i> .
Web Service Request	A Web Service Request is a message sent from a Service Consumer to a Service Provider.
Web Service Response	A Web Service Response is a message returned from a Service Provider to a Service Consumer in response to a Web Service Request.
WS	Web Services are application components, which enable the communications between the Client Systems (CS) and the agency's ICT systems using the Web. Web Services is replacing the older Client Adaptor technology.
WS-Client	Web Service Client. An application or software that consumes a Web Service.
YAML	YAML Ain't Markup Language (YAML) - a human-readable data serialization language that is commonly used for configuration files, but could be used in many applications where data is being stored (e.g. debugging output) or transmitted (e.g. document headers). YAML is used to define data requirements within the web service request.
X-IBM-Client Id	X-IBM-Client Id is the unique Client Id generated by the Health Systems Developer Portal for a software product at the time of the registration.

# 1 Introduction

This document forms part of the Web Services Licensed Material as referenced in the Interface Agreement. The Web Services Licensed Material includes guides, documents and other material.

For a complete list of other Web Services Licence Material associated with AIR Web Services, refer to section 3.1 *Web Service Licensed Material* which are available in the Health Systems Developer Portal

## 1.1 Document Purpose

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The purpose of this document is to provide software developers with the information to develop software to interface with Services Australia (the agency) and the AIR Web Services program.

This document provides technical information to assist software developers develop a Business to Business (B2B) channel for recording immunisation information using the AIR Web Services.

## 1.2 Target Audience

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The intended audience for this document includes Software Developers with an interest in integrating AIR Web Services into their product, including:

- IT Managers
- IT Architects and System Designers
- Business/Systems Analysts
- Software Developers

## 1.3 Links and References

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Further information regarding the AIR Web Services can be found using the following link:

- [servicesaustralia.gov.au/organisations/health-professionals](http://servicesaustralia.gov.au/organisations/health-professionals)

## 1.4 Legal, Privacy & Policy Requirements

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When building your product/s you should consider that end users, e.g. health professionals, have legal, privacy and policy requirements when dealing with their patients /individuals' information. Below are some requirements.

Participating health professionals may utilise the services and information provided including personal information only in accordance with National (*Privacy Act 1988*, *Health Insurance Act 1973*, *Australian Immunisation Register Act 2015* and other relevant legislation), State or Territory legislation, Policy and Guidelines.

Participating health professionals are advised to verify that their intended use of services and information does not contravene any applicable legislation or regulations or is inconsistent with any applicable policy or guidance.

All transactions with AIR Web Services are recorded in the System Log by the Service Operator, Services Australia (the agency).

## 1.5 Terminology

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Refer to Definitions, Acronyms and Abbreviations for a list of Acronyms and Terms used in this document.

## 1.6 Changes

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Please contact the Developer Liaison team at [DeveloperLiaison@servicesaustralia.gov.au](mailto:DeveloperLiaison@servicesaustralia.gov.au) or on 1300 550 115 if you have any feedback or recommendations for this documentation.

# 2 AIR Web Services

## 2.1 Overview

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The Australian Immunisation Register (AIR) is a national register that records all vaccinations given to individuals of all ages living in Australia.

It is important that data reported to the AIR is accurate, as it is used to inform payments to customers and providers, childcare and school entry. The Department of Health uses this data to respond rapidly to disease outbreaks / public health emergencies, report to the World Health Organisation, inform immunisation research and policy, and track vaccination usage.

The AIR has capacity to receive immunisation data electronically from Health Care Organisations and their locations. This can include software developers directly. The users of these systems have historically sent transmissions to Services Australia using the Client/Server Adaptor.

To align with current industry ICT standards, the agency is replacing the Adaptors with RESTful Web Services, which will require a shift in the way transmissions are sent to the agency from Client System (CS) software products.

Software changes will be required by all software developers to allow all health professionals and HCLs who wish to continue to transmit data to the agency.

With the cessation of all PKI (SHA-1) certificates effective March 2022, Services Australia has adopted the PRODA organisational authentication model to send and receive Web Service requests/responses to and from the agency.

The AIR Web Services are available to software developers for the transmission of immunisation data from HCLs such as:

- Practices/Hospitals
- State Health Departments
- Health Networks and Health Services
- Pharmacies
- Councils
- Software developers

It is a requirement for software developers when developing for AIR Web Services, that each transmitting location is allocated a unique Minor Id for that location. This is regardless of, whether the software developer submits immunisation data on behalf of their users (Information Providers) or not. The Information Providers must advise the agency of their Minor Id to ensure their provider registration details are up to date and allow successful B2B transmissions.

Access to, and management of, the AIR Web Services are for authorised users of B2B Web Services with the agency:

- **B2B**—Services are available electronically through B2B in ‘unattended’ mode, (also known as the Web Services interface). This method allows health professionals and organisations to interface with the agency online channels. To use Web Services, appropriate software products are required. Health care providers and organisations should check with their Software developer in regards to what services their software supports.

## 2.2 Registration in PRODA

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Provider Digital Access (PRODA) is an online identity proofing and authentication management system administered by the agency to provide secure access to specific Government services.

Health Care Organisations and professionals must register to use Web Services with the agency, by creating an organisation account in PRODA.

The authorised person for an organisation must first be registered as an individual in PRODA before the organisation account can be registered. The authorised person must be listed as an Associate for that organisation on the Australian Business Register (ABR) which is operated by the Australian Taxation Office.

At the time of registration, Health Care Organisations and professionals must confirm their obligations to use, maintain and disclose Web Services information for intended purposes only.

Once an organisation has been verified, the authorised person (Director) will be able to:

- link the organisation to government services (*such as Medicare Online/ECLIPSE/DVA/AIR*) that utilise PRODA organisations for access;
- add subsidiary organisations to the ABR verified parent organisation;
- add other members to the organisation to perform tasks on behalf of the organisation in PRODA;
- register a B2B device to link the PRODA organisation with the Developer software in order to access a government service via a Developer software product

Roles for each type of user have been developed so that appropriate security access to PRODA can be assigned. To access PRODA, an individual must be in one (or more) of the following roles (attributes):

- **Director** - the officer of a health care organisation who has authority to act on behalf of, and accept responsibility for, participation of their organisation in Web Services. Only those with 'Director' role in PRODA can initially delegate attributes to other members of the organisation.
- **Owner Access** - Enables the recipient to manage devices, personnel, services and subsidiary organisations for the parent organisation in PRODA
- **Device Management** - Enables the recipient to create, update and remove devices on behalf of the organisation in PRODA
- **Employee Management** - Enables the recipient to add, remove and update the end dates of members of the organisation in PRODA
- **Service Link Management** - Enables the recipient to associate or remove the organisations from Relying Parties.
- **Sub-Org Management** - Enables the recipient to add, remove or update subsidiary organisations of the parent organisation in PRODA.
- **Medicare Online/ECLIPSE/DVA/AIR-Org Owner** - Enables the recipient to access the Relying Party *Medicare Online/ECLIPSE/DVA/AIR* on behalf of the organisation

Subsidiary organisations can be used where multiple entities exist under the one ABN/ACN but they require independent access to a service provider. For example, a hospital with multiple departments.

## 2.3 Access control

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The controls for accessing Web Services depend on the channel used to access the service.

**B2B** – HCLs and professionals transacting with Web Services via B2B must authenticate and digitally sign any requests using PRODA (Organisation ‘Unattended’ model).

All health care professionals initiating requests must also be authorised by their organisation to initiate Web Services requests. How HCLs manage employee authorisation is a matter of local policy. HCLs are also required to authorise all local accesses to Web Services data.

## 2.4 Legislative, privacy and policy requirements

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When building your software product/s you should consider that end users, e.g. health professionals, have legal, privacy and policy requirements when dealing with their patients/individuals’ information. Below are some requirements.

Participating health professionals may utilise the services and information provided including personal information only in accordance with National (*Privacy Act 1988, Health Insurance Act 1973, Australian Immunisation Register Act 2015* and other relevant legislation), State or Territory legislation, Policy and Guidelines.

Participating health professionals are advised to verify that their intended use of services and information does not contravene any applicable legislation or regulations or is inconsistent with any applicable policy or guidance.

All transactions with AIR Web Services are recorded in the System Log by the Service Operator, Services Australia (the agency).

In order to comply with legislation, HCLs are also required to:

- Locally journalise Web Services transactions to facilitate the positive identification of authorised employees performing web service requests. These records should be retained for a minimum of seven years after the employee ceases to be authorised.

# 3 Licensed Material and Support

## 3.1 Web Services Licensed Material

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The AIR Web Services Licensed Material provides software developers with documentation to enable their system design and development activities for connection with the AIR Web Services.

The AIR Web Services Licensed Material contains:

1. AIR Web Services - Developers Guide (this document)
2. AIR Vaccine Codes Formats User Guide
3. AIR Web Services Change Guide
4. AIR Message Code List User Guide
5. AIR Web Services Technical System Interface Specifications (TECH.SIS):

Document Name	TECH.SIS	NOI testing required
AIR Common Rules	TECH.SIS.AIR.01	Yes <sup>1</sup>
AIR Record Encounter	TECH.SIS.AIR.02	Yes
AIR Planned Catch Up Date	TECH.SIS.AIR.03	Yes
AIR API Authorisation	TECH.SIS.AIR.04	Yes
AIR API Individual Details	TECH.SIS.AIR.05	Yes
AIR API Medical Exemptions	TECH.SIS.AIR.06	Yes
<b>AIR Reference Data API</b>	<b>TECH.SIS.AIR.07</b>	<b>Yes</b>

6. Set of corresponding YAML documents available for download in the Health Systems Developer Portal.

### ***3.2 Accessing AIR Web Service Licensed Material***

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The online Interface Agreement specifically relates to the use of the Licensed Material for Web Services including AIR and allowing for a Product Certification – NOI. It does not relate to the use of the Service in production.

The Interface Agreement is available in the Health Systems Developer Portal. Once the Interface Agreement is accepted, the AIR Web Services Licensed Material will then be made available in the portal.

All software developers who have accepted the Interface Agreement will be notified of all future updates to the Licensed Material.

Additional contact details can be registered with Dev Liaison for notification purposes.

### ***3.3 Support Contact Details***

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The AIR Web Services provides the following support teams within Services Australia for software developers:

- **Developer Liaison Team**

The Developer Liaison team assists software organisations to register in the Health Systems Developer Portal (the portal) and supply them with the required test data to begin development and provides production access to applications on completion of certification testing. The team also distributes communications to developers in regard to ICT systems status and various business communications.

**Email:** [DeveloperLiaison@servicesaustralia.gov.au](mailto:DeveloperLiaison@servicesaustralia.gov.au)

- **Online Technical Support (OTS)**

OTS Software Developer Technical Support Helpdesk helps software developers with diagnosing and resolving technical issues during the development and production stages. OTS also engages other resolver groups within the agency to seek a suitable solution when required.

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<sup>1</sup> The AIR Common Rules specification provides business rules that are common across all AIR Web Service functions. As such, there is no separate NOI testing process as the rules contained within the AIR Common Rules specification will be tested with other AIR Web Service functions.

**Call:** 1300 550 115  
**Email:** onlineclaiming@servicesaustralia.gov.au

- **OTS Product Integration Team**

Assist software developers test their product/s to achieve a Notice of Integration (NOI).

**Call:** 1300 550 115  
**Email:** itest@servicesaustralia.gov.au  
**International callers** will need to call direct to +61 2 6124 7386

- **PRODA Support**

OTS provides support for PRODA in the **Vendor** environment.

**Call:** 1300 550 115  
**Email:** onlineclaiming@servicesaustralia.gov.au

PRODA Support provides support in the **Production** environment.

**Call:** 1800 700 199  
**Email:** PRODA@servicesaustralia.gov.au  
**Website:** servicesaustralia.gov.au/proda

## 4 AIR Web Services for B2B

### 4.1 Current version (n)

A current versioning policy is applicable to all web services, please refer to 'Web Services Version Control Policy' document on the Health Systems Developer Portal for more information.

The following table lists the current supported AIR Web Services for B2B.

Medicare Online	ECLIPSE	AIR Only	TECH.SIS reference	AIR API Product	AIR Web Services	Supported Web Services
✓	n/a	✓	TECH.SIS.AIR.02	AIR API – Immunisation Encounter V1.43.0	AIR Record Encounter API	1.43.0
✓	n/a	✓	TECH.SIS.AIR.03		AIR Planned Catch Up Date API	1.1.0
✓	n/a	✓	TECH.SIS.AIR.04	AIR API – Authorisation V1.0.0	AIR Authorisation Access List API	1.0.0
✓	n/a	✓	TECH.SIS.AIR.05	AIR API – Individual Details v1.32.0	AIR Identify Individual API	1.1.0
					AIR Individual Immunisation History Details API	1.32.0
					AIR Update Encounter API	1.32.0
					AIR Individual Immunisation History Statement API	1.0.0
					AIR Individual Medical Contraindication History API	1.0.0
					AIR Individual Natural Immunity History API	1.0.0
					AIR Individual Vaccine Trial History API	1.0.0
					AIR Individual Additional Vaccine	1.0.0

					Indicator Add API	
					AIR Individual Additional Vaccine Indicator Remove API	1.0.0
					AIR Individual Indigenous Status Update API	1.0.0
✓	n/a	✓	TECH.SIS.AIR.06	AIR API – Medical Exemptions v1.0.0	AIR Individual Medical Contraindication Record API	1.0.0
					AIR Individual Natural Immunity Record API	1.0.0
✓	n/a	✓	TECH.SIS.AIR.07	AIR Reference Data API v1.0.0	AIR Reference Data API	1.0.0

## 4.2 Previous version (n-1)

The following table lists the previous supported AIR Web Services for B2B.

Medicare Online	ECLIPSE	AIR Only	TECH.SIS reference	AIR API Product	AIR Web Services	Supported Web Services
✓	n/a	✓	TECH.SIS.AIR.02	AIR API – Immunisation Encounter V1.3.0	AIR Record Encounter API	1.3.0
✓	n/a	✓	TECH.SIS.AIR.03	AIR API – Immunisation Encounter V1.3.0	AIR Planned Catch Up Date API	1.1.0
✓	n/a	✓	TECH.SIS.AIR.04	AIR API – Authorisation V1.0.0	AIR Authorisation Access List API	1.0.0
✓	n/a	✓	TECH.SIS.AIR.05	AIR API – Individual Details v1.2.0	AIR Identify Individual API	1.1.0
					AIR Individual Immunisation History Details API	1.2.0
					AIR Update Encounter API	1.2.0
					AIR Individual Immunisation History Statement API	1.0.0
					AIR Individual Medical	1.0.0

					Contraindication History API	
					AIR Individual Natural Immunity History API	1.0.0
					AIR Individual Vaccine Trial History API	1.0.0
					AIR Individual Additional Vaccine Indicator Add API	1.0.0
					AIR Individual Additional Vaccine Indicator Remove API	1.0.0
					AIR Individual Indigenous Status Update API	1.0.0
✓	n/a	✓	TECH.SIS.AIR.06	AIR API – Medical Exemptions v1.0.0	AIR Individual Medical Contraindication Record API	1.0.0
					AIR Individual Natural Immunity Record API	1.0.0

### 4.3 Previous version (n-2)

The following table lists the previous supported AIR Web Services for B2B.

Medicare Online	ECLIPSE	AIR Only	TECH.SIS reference	AIR API Product	AIR Web Services	Supported Web Services
✓	n/a	✓	TECH.SIS.AIR.02	AIR API – Immunisation Encounter v1.2.0	AIR Record Encounter API	1.2.0
✓	n/a	✓	TECH.SIS.AIR.03		AIR Planned Catch Up Date API	1.0.0
✓	n/a	✓	TECH.SIS.AIR.05	AIR API – Individual Details v1.1.0	AIR Identify Individual API	1.0.0
					AIR Individual Immunisation History Details API	1.1.0
					AIR Individual Immunisation History Statement API	1.0.0
					AIR Update Encounter API	1.1.0

AIR Individual Medical Contraindication History API	1.0.0
AIR Individual Natural Immunity History API	1.0.0
AIR Individual Vaccine Trial History API	1.0.0
AIR Individual Additional Vaccine Indicator Add API	1.0.0
AIR Individual Additional Vaccine Indicator Remove API	1.0.0
AIR Individual Indigenous Status Update API	1.0.0

#### 4.4 Previous version (n-3)

The following table lists the previous supported AIR Web Services for B2B.

Medicare Online	ECLIPSE	AIR Only	TECH.SIS reference	AIR API Product	AIR Web Services	Supported Web Services
✓	n/a	✓	TECH.SIS.AIR.02	AIR API – Immunisation Encounter V1.1.0	AIR Record Encounter API	1.1.0
✓	n/a	✓	TECH.SIS.AIR.03		AIR Planned Catch Up Date API	1.1.0
✓	n/a	✓	TECH.SIS.AIR.04	AIR API – Authorisation V1.0.0	AIR Authorisation Access List API	1.0.0
✓	n/a	✓	TECH.SIS.AIR.05	AIR API – Individual Details v1.0.0	AIR Identify Individual API	1.1.0
					AIR Individual Immunisation History Details API	1.0.0
					AIR Update Encounter API	1.0.0
					AIR Individual Immunisation History Statement API	1.0.0

					AIR Individual Medical Contraindication History API	1.0.0
					AIR Individual Natural Immunity History API	1.0.0
					AIR Individual Vaccine Trial History API	1.0.0
					AIR Individual Additional Vaccine Indicator Add API	1.0.0
					AIR Individual Additional Vaccine Indicator Remove API	1.0.0
					AIR Individual Indigenous Status Update API	1.0.0
✓	n/a	✓	TECH.SIS.AIR.06	AIR API – Medical Exemptions v1.0.0	AIR Individual Medical Contraindication Record API	1.0.0
					AIR Individual Natural Immunity Record API	1.0.0

## 5 Development and Testing for Web Services

To build or modify software products to incorporate connection to AIR Web Services, software developers must complete the following steps:

### 5.1 Accept the Interface Agreement

---

The Interface Agreement is an online agreement available to registered users of the portal. Software developers need to read and accept the terms and conditions of the Interface Agreement to access the official AIR Web Services Licensed Material and the AIR Web Service vendor environment.

Following acceptance of the Interface Agreement, the Developer Liaison team will email notification when developers have been granted access to the Licensed Material. These details are used to access the AIR Web Services Licensed Material online for all the Web Service programmes applicable to your product.

### 5.2 Download the Web Service Licensed Material

---

The AIR Web Services Licensed Material contains information required by software developers to integrate AIR Web Services into their product.

**Note:** The official AIR Web Services Licensed Material is only available via the Health Systems Developer Portal

The AIR Web Services Licensed Material contains final specifications and URI end points for the AIR Web Services. Current (n) and previous (n-1) supported materials are available in the portal.

### 5.3 Access the Vendor environment

---

Software developers will be given access to the vendor environment once they have accepted the Interface Agreement.

Services Australia provides this testing environment for software developers to:

- develop and test access via PRODA to the agency's technical infrastructure,
- develop and test selected products for the AIR Web Services B2B 'unattended' Web Service requests/responses, and
- conduct integration testing for a NOI using Web Services.

You can access the AIR Web Service vendor environment via the Health Systems Developer Portal. Your organisation will be registered as a test health care location.

Test data will also be available to assist with development and testing activities when connecting to the AIR Web Services. ~~It can be accessed by logging onto the portal.~~ Test data can be requested by emailing [DeveloperLiaison@servicesaustralia.gov.au](mailto:DeveloperLiaison@servicesaustralia.gov.au).

For help accessing or using the vendor environment please contact the **OTS Software Developer Technical Support Helpdesk** 1300 550 115 or [onlineclaiming@servicesaustralia.gov.au](mailto:onlineclaiming@servicesaustralia.gov.au)

Note: Please ensure you have fully completed your own unit testing on your application prior to submitting your Application Details Form (ADF) and booking in for NOI testing. This includes ensuring that your application is validating all business rules outlined in the TECH.SIS documents. This will assist your development and support a more efficient NOI process.

## ***5.4 Undergo testing of your product***

---

There is one type of testing to be completed by developers to integrate their software with the AIR Web Services, known as:

- The agency's Notice of Integration (NOI) testing

Book in for NOI testing through the Certification tile on the home page of the Health Systems Developer Portal.

When your software product has successfully completed NOI testing, Production access to AIR Web Services will be granted by the agency (refer to section 6.4 for further information).

**Note:** The following B2B header fields should remain consistent until production access is granted.

- dhs-productId
- x-ibm-client-id

## ***5.5 Product Certification (NOI testing)***

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Your software product will need to undergo integration testing to confirm your software product and selected B2B web service can connect to AIR Web Services.

If this testing is successful, an agency Notice of Integration (NOI) is issued for the particular version of the component of your software product that connects with the AIR Web Services and the applicable version of the selected web service.

For more information on the NOI testing process, see section 6.

## ***5.6 Production access***

---

On completion of NOI testing, the OTS Product Integration team will notify the Developer **Support Liaison** team who are responsible for registering software products that successfully passed NOI testing for AIR Web Services.

Software products will be granted access to the AIR for the versions of B2B Web Services that have successfully passed NOI testing requirements.

Software developers requiring further information in regard to being granted access to AIR Web Services or would like to find out the status of their production access should contact the **Developer Liaison Team** at [DeveloperLiaison@servicesaustralia.gov.au](mailto:DeveloperLiaison@servicesaustralia.gov.au)

## ***5.7 Health Care Organisations utilising software products***

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Health Care Organisations intending to utilise the software product will need to register for access to PRODA with an Organisation account. For assistance regarding registration for PRODA and creating an organisation account in production, Health Care Organisation representatives can:

- call **PRODA Support** on 1800 700 199; or
- send an email to [PRODA@servicesaustralia.gov.au](mailto:PRODA@servicesaustralia.gov.au) or
- visit [servicesaustralia.gov.au/proda](http://servicesaustralia.gov.au/proda)

To access the AIR, health professionals and health care locations must become a recognised vaccination provider.

### **Medical practitioners, midwives or nurse practitioners with a Medicare provider number**

A medical practitioner, midwife or nurse practitioner with a Medicare provider number, are both:

- an automatically recognised vaccination provider
- authorised to search for individuals on the AIR and record immunisation information

They may have multiple Medicare provider numbers if they work at multiple locations. As long as the provider number attributed to their location is not end dated, the Medicare provider number will be considered valid for AIR-WS.

### **Other vaccination providers**

If the health care location is not a medical practitioner, midwife or nurse practitioner with a Medicare provider number, they can apply to become a recognised vaccination provider.

This is typically a Council, pharmacy, or commercial organisation. They complete the following form:  
[servicesaustralia.gov.au/organisations/health-professionals/forms/im004](http://servicesaustralia.gov.au/organisations/health-professionals/forms/im004)

Following the AIR processing the form, the health care location is given an AIR provider number (aka other vaccination provider number). They use this number to search for individuals on the AIR and record their immunisation details.

Both Medicare provider and other vaccination provider types must complete the following form:  
[servicesaustralia.gov.au/organisations/health-professionals/forms/hw027](http://servicesaustralia.gov.au/organisations/health-professionals/forms/hw027) before using your software product. You must assign and provide them with a unique Minor ID for their location in order for them to fully complete the form and submit to us.

This is important as the AIR system verifies the Minor ID for each location with the information provider number for authentication and authorisation purposes for every AIR-WS request. A location could be a medical practice with 10 medical practitioners (10 different information provider numbers) or a pharmacy with an AIR provider number (1 information provider number). Further conditions are also required refer to section 2.2 *Registration in PRODA*.

## 6 Notice of Integration (NOI) Testing Process

### 6.1 Review of User Manuals

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Before you are able to book into your NOI testing, you are required to supply the User manual that you will be providing to your clients for your software product to OTS. Your Services Australia testing contact will determine if your software manual is considered suitable in meeting the agency's requirements, detailed below:

1.  A statement to your end users that 'Participating health professionals may utilise the services and information provided including personal information only in accordance with National (*Privacy Act 1988, Health Insurance Act 1973, Australian Immunisation Register Act 2015* and other relevant legislation), State or Territory legislation, Policy and Guidelines.'
2.  The contact details for your customers when they need assistance and support with your product
3.  Instructions on how to install and/or access your software product, including:
  - a.  how to configure your software to enable all AIR functions
  - b.  detail on how PRODA interacts with your software product and how to:
    - i.  set up the one time security code
    - ii.  register the B2B device
    - iii.  advise Services Australia of the assigned minor id (if applicable). Immunisation providers should advise the agency of their minor id for linking purposes by completing the following form: **[servicesaustralia.gov.au/organisations/health-professionals/forms/hw027](http://servicesaustralia.gov.au/organisations/health-professionals/forms/hw027)**
    - iv.  link their organisation to the Medicare Online/ECLIPSE/DVA/AIR service provider using an assigned minor id (if applicable)
    - v.  access further information regarding PRODA. Your user manual needs to reference **[servicesaustralia.gov.au/proda](http://servicesaustralia.gov.au/proda)**. This link is the agency's website for more information about PRODA
4.  Step-by-step instructions of all functions available in the software, and detail how to use each functionality. It is expected the user manual will include step-by-step instructions for each API that is built into the product (E.g. Record Encounter, Update Encounter, Individual Details, Medical Exemptions etc.)  
You must include:
  - a.  screenshots to accompany each step/instruction
  - b.  instructions on how to select valid vaccine codes, enter dosage amounts and enter their provider number location as the information provider and immunisation provider (these may/may not be the same) within your software
  - c.  information on how to resubmit rejected encounters
  - d.  information on how to submit historical and overseas encounters
5.  A troubleshooting section detailing possible returned error messages and problems that may occur, along with how to fix them.
6.  Ability to locate content within the software manual by searching specific words or phrases, without the need to navigate through the structure of the document.

## ***6.2 Requesting Certification (NOI Testing)***

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On completion of a software developer's own unit testing, the developer needs to contact ITEST to book in for NOI testing through the Health Systems Developer Portal.

The OTS Product Integration team will organise a suitable time to conduct the NOI testing. This can be a time consuming process depending on how many B2B Web Services are being implemented.

When booking for NOI testing is requested, software developers will be directed to complete an Application Details Form (ADF), which will be available electronically as a dynamic web form in the portal. On completion of the ADF, the software developer will be sent a customised test plan and confirmation of the booking for the NOI testing to occur.

## ***6.3 NOI Testing***

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The software developer is required to demonstrate their software product meets the testing objectives for the NOI as specified in the customised test plan.

The NOI testing process requires evidence the software developer's product meets the build requirements against the relevant TECH.SIS document/s.

There will usually be one set of test cases per AIR Web Service.

It is a requirement to develop all AIR Web Services so full AIR functionality is provided. This enables health professionals and HCLs to perform a full range of services.

**Note:** Whilst some fields are optional for health professionals to select when submitting to the AIR, it is **mandatory** for software developers to develop for all fields and their corresponding values.

Please refer to each individual function TECH.SIS documents to determine specific requirements.

## ***6.4 Exemption Requests***

---

Generally, exemptions from testing certain requirements will not be granted. Developers are expected to conduct and provide proof of full functionality for all components that they wish to develop for.

Please note that whilst some fields are optional for health professionals to select when submitting a request, it is **mandatory** for software developers to develop for all fields and their corresponding values.

If software developers wish to submit a request for exemption, then a "Request for Exemption" form is required to be completed. Contact ITEST if you wish to discuss.

## ***6.5 NOI Issued***

---

Upon successful completion of the integration testing, a NOI will be issued for the software product that passed the testing requirements for the selected versions of the AIR Web Services.

Transmission headers for all AIR Web Services will need to include the Product name and Product version as specified on the NOI (as submitted by the software developer on the product details form when requesting Certification, NOI testing).

These header details will be validated by the agency as B2B request messages are received for the AIR Web Service in production.

**Note:** Only the versions of the AIR Web Services notified in the NOI will be granted permission to operate with the agency's production AIR Web Services.

For more information on transmission headers and related details, refer to:

- *AIR Common Rules (TECH.SIS.AIR.01)* for AIR functions.

## ***6.6 NOI Retesting***

---

NOI retesting is required when the version of the component of the software product that connects to the AIR Web Service is updated. For example, it is changed to utilise a new AIR Web Service or a new version of an AIR Web Service.

Software developers who are unsure if they are required to retest for a NOI should contact Developer Liaison Team at [DeveloperLiaison@servicesaustralia.gov.au](mailto:DeveloperLiaison@servicesaustralia.gov.au) or on 1300 550 115 for clarification.

## ***6.7 Additional NOI requirements for API only products***

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An API only product is defined as a product that acts as an intermediary between a front end user software product and the AIR system. It is used by vaccination providers to interact with the AIR using their existing software products.

If you are developing an API only product you will be required to undertake specific NOI testing. These tests may include the following:

- Engage and integrate with an existing product to undertake front end user behaviour tests including screenshots of results, or
- Create your own GUI to enable you to undertake front end user behaviour tests including screenshots of results.
- A user manual for your API only product which includes front end user support. Refer to *section 6.1 Review of User Manuals* for further details.

For more information or support during your NOI testing, contact the OTS Product Integration Team at [itest@servicesaustralia.gov.au](mailto:itest@servicesaustralia.gov.au) or on 1300 550 115.

## 7 Appendix A - Additional Development Guidelines for AIR Web Services

The following guidelines are based on feedback from users of various software products currently available.

They are not compulsory or part of the NOI testing process, however Services Australia wants your software product to meet certain standards to make it easy for your customers to interact with us.

These guidelines are aimed at providing a better user experience for end users, to:

- Make it quicker and easier to update patient/individual records,
- Minimise errors and rejections in transmissions,
- Ensure patient/individual records are accurate and up-to-date.

Understanding them will assist you in creating a product that works well with our systems and creates a positive experience when doing business with the agency. We encourage you to consider implementing as many of these suggestions as possible to provide a better end product for your customers.

### 7.1 Data Validation

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- Pre-populate data within a claim by building prefilled default fields which will help the customer save time by avoiding entering the same information at multiple points. For example Provider Number; Patient/Individual details.
- Highlight required fields that are missing information so that the user can easily identify where information is required.
- Format all data fields so that they are consistent with the business rules that apply for the field. For example, the correct vaccine code and dose number must be entered *Refer to AIR Common Rules (TECH.SIS.AIR.01)*
- Provide an alert if they have entered an invalid value and provide information to let them know what the correct values are.
- Where possible validate fields as soon as the information has been entered instead of allowing the user to complete all fields and then having to go back to correct.

### 7.2 Provider set up

---

- All provider numbers are alpha numeric. *Refer to the AIR Web Services - Common Rules (TECH.SIS.AIR.01)*
- Build your software product to enable your customers to edit provider numbers easily. Full provider numbers must be used.

### 7.3 Transmitting Immunisation data to the AIR

---

- When new vaccine brands are added to the National Immunisation Program (NIP) disable deleted items that have been made ineligible from that date of service.
- Ensure details of an individual can be easily entered when transmitting data to the AIR
- Where an error code is displayed with an assessment code indicating a rejected service, allow the user to navigate directly to screens where they can make changes and resubmit (if appropriate).

### 7.4 Technical support and help

---

- Where possible, insert your User Guides into your product so information for the customer is easily accessible.
- Provide comprehensive training to your customers so they are confident in using your product
- Set up a Frequently Asked Questions page to assist customers with common enquiries.
- Think about using tool tips, hover text and information pop-ups to assist the customer to obtain explanation notes or a brief description of what information is required in a field.

## 8 Appendix A – Useful Links and Terms

The following references have been provided as a further resource for Health Care Organisations and software developers for submitting immunisation notifications to the AIR.

### ***8.1 Vaccines used for AIR Notifications***

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Two (2) mandatory data elements for every AIR Episode are VaccineCode and VaccineDose.

A table presenting Equivalent and partial equivalent vaccines is displayed in the *AIR Vaccine Code Formats guide* on the portal and the Services Australia website [servicesaustralia.gov.au/organisations/health-professionals/services/medicare/australian-immunisation-register-health-professionals/resources/air-vaccine-code-formats](http://servicesaustralia.gov.au/organisations/health-professionals/services/medicare/australian-immunisation-register-health-professionals/resources/air-vaccine-code-formats)

A combination of these vaccines presented in a single encounter will cause that encounter to be rejected.