Improving immunisation coverage
Indigenous children in Queensland

What more can we do?

Amanda Hicks
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Health Contact Centre, Queensland Health
Queensland population

**Median age at death**

<table>
<thead>
<tr>
<th></th>
<th>Female</th>
<th>Male</th>
<th>All</th>
<th>Non-Indigenous</th>
<th>Indigenous</th>
</tr>
</thead>
<tbody>
<tr>
<td>Qld estimate</td>
<td>83 years</td>
<td>77 years</td>
<td>80 years</td>
<td>Half of all non-Indigenous deaths occurred in people aged under</td>
<td>Half of all Indigenous deaths occurred in people aged under</td>
</tr>
<tr>
<td>Qld difference to Australia</td>
<td>-0.7 years</td>
<td>-1.4 years</td>
<td>-1.2 years</td>
<td>81 years</td>
<td>58 years</td>
</tr>
</tbody>
</table>

Queensland

Population health status profile

**Demography**

Population 2014

4,719,925

21% growth in population is projected by 2026
Where do Indigenous people live in Queensland?

- 32.7% major cities
- 51.0% regional centres
- 16.3% remote and very remote areas
Indigenous Queensland

7.2% of all Queensland children 0-14 years are of Aboriginal and/or Torres Strait Islander origin (66,080 children)

<table>
<thead>
<tr>
<th></th>
<th>No.</th>
<th>%</th>
<th>(as a proportion of state/territory)</th>
</tr>
</thead>
<tbody>
<tr>
<td>NSW</td>
<td>216 176</td>
<td>33.3</td>
<td></td>
</tr>
<tr>
<td>Vic.</td>
<td>47 788</td>
<td>7.4</td>
<td></td>
</tr>
<tr>
<td>Qld</td>
<td>186 482</td>
<td>28.7</td>
<td>4.0</td>
</tr>
<tr>
<td>SA</td>
<td>34 184</td>
<td>5.3</td>
<td></td>
</tr>
</tbody>
</table>

(a) Usual residence Census counts. Excludes overseas visitors. Includes Other Territories.
Source: ABS Census of Population and Housing, 2016
Health Contact Centre | Immunise to 95 follow-up model

Identification

Child up to date?

Identification of children who are not up to date with their immunisations are extracted from the Australian Immunisation Register (AIR) and imported into the Health Contact Centre (HCC) client resource management (CRM) system.

1. Analyse data contained on Queensland Health’s Vaccination Information and Vaccination Administration System (VIVAS) database and the AIR database to identify discrepancies in the data.
2. Notify AIR of discrepancies e.g., duplicate records, incorrect dose numbers, demographic errors, missing information and pending statuses.
3. CRM is updated. Outcomes are recorded for future analytical and reporting purposes.

Vaccine service provider (VSP) follow up

3. Last known VSPs are followed up via phone, fax or email by the Immunise to 95 team to obtain additional information and/or further contact details.
4. Information is verified by the team member and updated on HCC CRM. Parent/VSP will be followed up if required.

Child’s AIR record – complete and accurate

Yes - Record updated or child immunised by VSP

Parent follow up

4. For children without an immunisation history or where VSP contact has not resulted in a complete record.
5. Immunise to 95 staff obtain contact details from either VIVAS, VSP, The Viewer or HCC CRM.
6. Parents are provided instructions via phone, email, SMS or mail about updating records, Immunisation schedule information and to encourage parents to follow up outstanding Immunisations.
7. Where telephone contact is not successful, parents are sent a letter to the address held on their Medicare record.

Yes - Record updated or Parent arranges for child immunised by VSP

Contact Health Contact Centre

Email: shelley.pardoe@health.qld.gov.au or phone (07) 3877 8258.

Health Support Queensland

Queensland Government
Number of children followed up between January to June 2017

n = 10,843

Non-Indigenous children (n=9,723)  Indigenous children (n=1,120)

10%  90%
## Results – a comparison

<table>
<thead>
<tr>
<th>Outcome</th>
<th>Indigenous (n=1,120)</th>
<th>Non-Indigenous (n=9,723)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Uncontactable by phone</td>
<td>31% (n=348)</td>
<td>32% (n=3,145)</td>
</tr>
<tr>
<td>Child’s record updated</td>
<td>4% (n=41)</td>
<td>5% (n=505)</td>
</tr>
<tr>
<td>Child already up to date</td>
<td>36% (n=400)</td>
<td>28% (n=2,717)</td>
</tr>
<tr>
<td>Parent willing to act</td>
<td>4% (n=43)</td>
<td>6% (n=536)</td>
</tr>
<tr>
<td>Vaccine refuser</td>
<td>3% (n=31)</td>
<td>6% (n=596)</td>
</tr>
</tbody>
</table>
Queensland quarterly immunisation coverage Q1 2015 to Q2 2017
Percent of cohort fully vaccinated: Aboriginal and Torres Strait Islander children at 1, 2 and 5 years of age

Source: Australian Immunisation Register (AIR)
What have we learnt?

Anecdotally (after talking to many providers and many parents!)

• Indigenous families happy to be contacted

• Appreciated personal touch

• Providers lost contact
  o Families relocating
  o Phone numbers changing regularly

• Parents unable to locate immunisation records or unsure of previous immunisation history
What more can we do?

- Accept that follow up is resource intensive & challenging
- Follow up needs to happen often and soon after are immunisations are due
- Use multiple means of contact that suit contemporary parents – mobile phones, SMS, email
- Take a case management approach (timeliness remains an issue for Indigenous immunisation)
- Build and maintain strong relationships with immunisation providers