

Central Immunisation Records Victoria (CIRV) Operational Support Co-Funding Webinar

Department of Health

Wednesday, 21st August 2024 @ 1pm

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Welcome

In the spirit of reconciliation, the Department acknowledges the Traditional Custodians of Country throughout Australia and their connections to land, sea and community. We pay our respect to their Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples today.



Agenda

#	Item	Presenter
1.	Welcome	Dr Lance Emerson, Deputy Secretary, eHealth
2.	Purpose	“
3.	Background	“
4.	Benefits of CIRV	Ryan Ruthven, a/Chief Information Officer, eHealth
5.	CIRV Operational Support Co-Funding Model	“
6.	Next Steps	“
7.	Questions	Attendees

Purpose

Following the recent written communication to your council / health service, the Department of Health has invited end users to this CIRV Operational Support Co-Funding webinar to:

- explain the revised CIRV Operational Support Co-Funding model
- explain how the department will continue to engage councils / health services and enhance CIRV
- outline the next steps to implement the co-funding model – including how we have taken on your concerns and revised the co-funding model
- provide an opportunity for your council / health service to ask questions

Background

- The **previous IMPS system** provided by DH to councils since 1995 was in urgent need of replacement, so the department undertook **significant effort and investment to replace IMPS in 22/23 with CIRV**.
- **CIRV operational support costs have been funded by the department** for Microsoft licencing, infrastructure costs and support staff up until June 2024.
- Due to the **current fiscal constraints** in the state, the department has sought to continue CIRV operations and support councils via a co-funding model.
- The **department acknowledges the timing of this decision** is challenging given your council budgets have already been set for FY24/25.
- Further we want to **acknowledge that consultation was compromised** due to the recency of budget issues, and time taken to explore the range of options that may avoid a co-funding model.
- Following **feedback** to date, this **webinar aims to answer** your concerns and questions.
- We have also **reviewed and adapted the proposed co-funding model - to better meet your needs**.
- Wish to explore establishing a **CIRV User Advisory Group** – to guide progress / development

Benefits of CIRV

- Modern, resilient, highly-available **cloud-based immunisation management system**.
- **Single state-wide shared view of clients** and their immunisation data across most councils, minimising data entry and duplication.
- **Significant collaboration with councils** to migrate/merge their **standalone local IMPS data** into the single shared CIRV database.
- **Real-time view of client online bookings** and consent for community, school and corporate sessions.
- **Flexible workflows** to support **administrative and clinical workflows, vaccine stock management and extensive reporting**.
- **Seamless integration with the Australian Immunisation Register (AIR)** for individual histories and **Surveillance of Adverse Events following Vaccination in the Community (SAEFVIC)**, with improved data quality via identity matching and automated uploads.

CIRV Operational Support Co-Funding Model

- CIRV ongoing costs **encompasses Microsoft licensing, Microsoft Azure Cloud hosting and Level 1, 2 and 3 application support** from department staff.
- CIRV application support is during **business hours 8.30am to 5.30pm, Monday to Friday**, supporting:
 - **First level support** (via either Support@cirv.vic.gov.au or 1300 024 760) to support councils with CIRV application queries, focusing on resolving queries on first call.
 - **Second level application** support to triage application issues, “*how do I*” type queries, access and technical issues triaged to third level support to resolve.
 - **Third level support** to undertake software defect resolution and minor enhancements.
- **Application management**, including release management, change management, and **6-monthly releases of minor and major enhancements** through planning and product roadmap. This will be undertaken by the third level support in consultation with councils.

CIRV Operational Support Co-Funding Model cont.

	Original		Revised	
	24/25	25/26	24/25	25/26
Base per annum	\$4,000	\$6,000	\$3,000	\$4,000
Vaccination (i.e. per jab)	\$2	\$2	\$1	\$1
Cap on per annum fees	n/a	n/a	\$25,000*	\$25,000*

*There will be a cap on total fees payable per annum by each council of \$25k (where applicable)

Note: The department will be funding the remaining CIRV operational costs. For 24/25, this includes a significant upgrade to AIR integration for Services Australia compliance with their Web Services.

CIRV Operational Support Co-Funding Model cont.

- In summary for councils using CIRV:
 - for **24/25** there would be an **up-front base fee of \$3,000 due in Sept '24**, and then at the **end of the financial year a fee for CIRV transactions of \$1 per job** (for period 1 Jul '24 to 30 June '25).
 - from **25/26** onwards the **CIRV base fee will increase to \$4,000 per annum plus \$1 per job**.
 - **A cap of \$25,000 per annum applies to the annual fees.**
- The department requests councils to **confirm by 30 November (extended from 1 October) whether they intend on remaining on CIRV** and therefore will co-fund the solution.

CIRV Operational Support Co-Funding Model cont.

- Consider **establishment of CIRV User Advisory Group (CUAG)** to canvas changes in the immunisation programs and discuss the future roadmap of enhancements for CIRV.
 - A **voluntary, co-design forum** for ongoing solution enhancements solicited by councils
 - **Identification and prioritisation** of solution enhancements with councils
 - **6-monthly releases** of agreed prioritised enhancements on the product backlog
 - **Participate in test, release and change activities** prior to enhancement go-live
 - Enhancements **included in co-funding support model**
 - **Seeking Council delegates** – will soon be providing details on how to nominate/volunteer and will be liaising with MAV

Next Steps

- The department will be **providing a Question-and-Answer document** after the Webinar session.
- The department requests councils to **confirm by 30 November whether they intend on remaining on CIRV** and therefore will co-fund the solution.
- The department will be **invoicing councils the CIRV \$3k base fee in Sep '24**.
- The department will **invoice the per job cost in June '24 based on 12 months of data** (1 July '24 – 30 June '25).
- For **ongoing conversations regarding CIRV**, please continue to contact via divyesh.parikh@health.vic.gov.au

Top 10 Questions and Answers

#	Question	Answer
1	Is the CIRV \$2.00 per immunisation fee per encounter or vaccine? e.g. if a baby has their two-month vaccines and is given 3 immunisations, is the fee \$6 or \$2 ?	The department's CIRV immunisation fee relates to actual vaccinations recorded in CIRV (i.e. jabs), but in consideration of council feedback received the fee has been reduced from \$2 to \$1. In this example the fee is \$3.
2	How has the base funding of \$4,000/\$6,000 per annum and the \$2 vaccination fee been determined?	Given the current fiscal position in the state, the department is seeking council co-funding of CIRV based on sharing with the department the costs of level 1, 2 and 3 support, Azure cloud hosting and major enhancements like the current AIR integration upgrade. In consideration of feedback received from councils, the department has reduced the base fees to \$3,000 for FY24/25 and \$4,000 for FY25/26 plus \$1 per vaccination (i.e. per jab).
3	If a council moved off CIRV, how will the department support my council and what provisions would be in place to ensure access to council data in CIRV?	<p>While the department encourages councils to stay with CIRV to maintain the benefits, for councils deciding to discontinue use of CIRV:</p> <ul style="list-style-type: none"> ➤ the department will provide extracts of their CIRV data. ➤ transitioning away from CIRV to an alternate platform will incur dis-benefits in the form of transition, change, training and adoption costs, which councils will need to fund.
4	Is there a roadmap for CIRV that outlines future plans for enhancements and upgrades?	The immediate plan for CIRV enhancement is to ensure AIR integration compliance with Services Australia. For councils confirmed to be staying on CIRV, the department will consult to develop a roadmap for future enhancements, ideally via a CIRV User Advisory Group (CUAG).
5	Why is this being implemented so soon without prior notice? What specific services are included?	The Department acknowledges the timing of this decision is a challenge given council budgets have already been set for FY24/25. Consultation was compromised due to the recency of budget issue, and time taken to explore the range of options that may avoid cost impost on Councils.
6	Given that council budgets for 2024/25 are already set, shouldn't there be a delay to allow time for councils to be more properly consulted and to consider other options?	The department acknowledges the timing of this decision is a challenge given councils budgets have already been set for FY24/25.

Top 10 Questions and Answers cont.

#	Question	Answer
7	How can we justify staying on CIRV if the associated costs exceed other market solutions?	Councils will need to consider the benefits of using the CIRV with its shared state-wide database, ongoing support and enhancement approach, against the need for transition costs such as training, onboarding and data migration costs should council choose to another solution.
8	Will councils need to undertake a procurement process to pay CIRV fees?	Under the co-funding model, no council would pay more than \$25k in a year.
9	Can the department consider changing the \$2 immunisation fee from per jab to per encounter?	After consultation with councils the department has halved the CIRV vaccination fee from \$2 to \$1. (i.e. per jab).
10	Councils transitioning off CIRV will require at least 6 months to make this happen, so how will this be accommodated by the department?	The department requires councils to confirm by 30 November whether they intend on remaining on CIRV and will support councils to migrate if chosen by providing the relevant data from CIRV.

Questions



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