



Australian Government
Department of Health and Aged Care

Ref No: MC25-005416

Ms Elizabeth Hart
elizmhart@gmail.com

Dear Ms Hart,

Thank you for your correspondence of 17 March 2025 to the Minister for Health and Aged Care, the Hon Mark Butler MP regarding Handling consent refusal by people presenting for vaccination - fact sheet for vaccination providers. I am responding on behalf of the Minister as the Government is now in a caretaker role pending the outcome of the federal election on 3 May 2025.

The World Health Organization (WHO) declared the novel coronavirus (COVID-19) a Public Health Emergency of International Concern on 30 January 2020 and a worldwide pandemic on 11 March 2020. On 25 February 2020, the Australian Government activated the Emergency Response Plan for Communicable Disease Incidents of National Significance: National Arrangements. The government established a team of widely respected clinicians and expert committees to advise on and assist with the COVID-19 response.

As part of the response, the government was required to communicate with the health sector at a national level which included provision of information and resources to health professionals to help them support their patients. Thank you for bringing this COVID-19 resource to our attention. This resource was developed by the department for vaccine providers to help with handling consent refusal by people presenting for vaccination. New content that is published on the department's web content is approved at the executive level prior to publication to ensure accuracy and alignment with current government policy.

The government now manages COVID-19 like other common communicable diseases. Resources that were relied upon during the pandemic response are currently being reviewed and those which are no longer relevant or out of date are being archived. If you would like more information about COVID-19 vaccination or current immunisation resources, please visit [Immunisation resources | Australian Government Department of Health and Aged Care](#) or email immunisation.enquiries@health.gov.au.

Thank you for writing on this matter.

Yours sincerely,

A handwritten signature in black ink that reads "Jayne Foster".

Jayne Foster
Director, Immunisation Engagement Section
Vaccine Access and Engagement Branch
National Immunisation Division