

# Frequently Asked Questions (FAQ)

## School Immunisation Program for Year 7 and 10 – how to provide consent online

### Why am I not getting a paper form for consent?

Logan City Council is switching to a digital system called Vivato to make it faster and simpler for you to consent to your child getting vaccinations at school. This digital system replaces the old paper forms that used to be sent home. You will use Vivato to create a digital record of your child's consent for vaccinations they need during the year. You'll get a special link that is only for the high school your child goes to.

### How does it work?

Your school will send you a special link that takes you to the Vivato parent portal. You can use this link on your phone, tablet, or computer.

### What is the parent portal?

The parent portal is a place on Vivato where you can make a profile for your child and agree to the vaccines, they need for their year level. You can also come back here later to check appointment dates or change your mind about the consent.

### What happens when I click the special link?

You'll go to a page with information about vaccinations. Pick your child's year level (Year 7 or 10) and select if you consent or not. Remember, choosing "I consent" lets you consent to either both or only one of the vaccines.

### Can I choose different consent options?

Yes, there are three choices:

1. "I consent" – choose this if you want your child to get ANY of the vaccines – you can uncheck any vaccine that you don't want to give consent for. If you have used Vivato before at one of our community clinics, use your email and password to log in. If not, click "Create an Account" and follow the steps.
2. "Already Vaccinated" – choose this if your child received their vaccines somewhere else. Fill out a simple form.
3. "I do not consent" – choose this if you don't want your child to get any vaccines. Fill out a simple form.

### What if I have more than one child who needs vaccines?

You need to use the special link for each child and follow the instructions for each.

### Can I change my mind after giving consent?

Yes, you can change your mind and take back your consent at any time before the date of the school vaccination visit. To change your child's consent, log into your Vivato account and change your consent.

For more information:

[logan.qld.gov.au/school-immunisation-program](https://logan.qld.gov.au/school-immunisation-program)



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## What emails will I get?

1. One from the school with the link and vaccination information.
2. Confirmation of your booking and information before the vaccination.
3. Confirmation after the vaccination that it has been given and information about how to manage possible side effects.
4. A reminder or follow up email or text message from Council's immunisation team.

## What if my child misses the school vaccination visit?

If your child misses the visit, we'll get in touch with you to help them get the vaccines at one of our community clinics or a special catch-up clinic. You are also welcome to come to one of our community clinics anytime by booking in on our website [Immunisation – Logan City Council](#).

## What if I have used Vivato at a community clinic before?

If you have used Vivato at one of our community clinics for yourself and your child before, click the link and log in with your email and password. Then you can pick the child who needs the school vaccines.

## What if I forget my password?

Click "Forgot Password", type in your email, and follow the steps to make a new password.

## What if I have never used Vivato before?

If you have never used Vivato, click the link and pick "Create an Account".

## Is my personal information safe?

Your information is used to put the vaccination given on the Australian Immunisation Register, which is required by law. Vivato keeps your information safe and only authorised Logan City Council and Vivato staff can access it to manage vaccinations.

For more information on Council's privacy policy see [Privacy – Logan City Council](#).

## What if I need help?

Call our friendly nurses on **3412 4039** or email [immunisation@logan.qld.gov.au](mailto:immunisation@logan.qld.gov.au)