



GoShare Voice

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NORTHERN QUEENSLAND
An Australian Government Initiative

Childhood Immunisation GoShare Program

AI-supported recall and parent education to help lift childhood vaccination coverage

Northern Queensland Primary Health Network (NQPHN) is supporting the National Immunisation Strategy target of 95 per cent coverage for children aged up to six years.



Recent figures show that vaccination coverage remains below 90 per cent for two-year-olds in northern Queensland, with lower rates also seen across other childhood age groups, particularly in some geographic areas and among First Nations children.

Work with Beacon Strategies identified barriers including health literacy and misinformation, plus service availability and affordability challenges. This program focuses on targeted communication and education to help families take timely action.

How it works

1. Identify parents of children due / overdue for childhood immunisations via your recall list.
2. Send a personalised SMS with trusted immunisation information and a prompt to book.
3. If no response, GoShare Voice follows up with an automated AI phone call.
4. Parents can ask questions and be supported to schedule an appointment.

Who can take part

Eligible services: all general practices and ACCHOs/AMSs in the NQPHN region.

The program is designed to reduce admin burden and streamline recall workflows. Get started by registering your interest and nominating a key contact.

What's included

- > Access to GoShare (PSI) plus GoShare Voice AI to support immunisation recalls.
- > Multilingual resources and calls (five languages including English).
- > Parent FAQ support option (dial-in / call-back for questions).
- > Reporting dashboard to track engagement and outcomes.
- > Practice onboarding, training and support from Healthily.

Ready to participate

To register your service, [click here](#) or scan the QR code.

Healthily will contact your nominated contact to support onboarding and setup.

For help, contact your Primary Care Engagement member at pce@nqphn.com.au

