

# CONVERSATION GUIDE ON COVID-19 VACCINES

Let's talk about COVID-19 vaccines





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# Introduction

# About this Guide

This practical Conversation Guide will help settlement service providers have a conversation about COVID-19 vaccines and respond to clients' concerns about the COVID-19 vaccine through a respectful and validating approach.

The Guide supports settlement service providers to have effective conversations about COVID-19 vaccines by engaging with clients and resolving issues that may arise during the conversation.



# About this Guide

The Guide focuses on having a conversation from a sympathetic approach to listen and understand the reasons for not getting vaccinated, discuss concerns and resolve questions so clients can consider and understand COVID-19 vaccines.

The Guide was developed by Migration Council Australia (MCA) in close consultation with SETSCoP — a national network of 112 settlement services providers that support migrants and refugees under the Settlement Engagement and Transition Support (SETS) program. SETSCoP is facilitated by MCA and focuses on supporting SETS providers to work collaboratively in addressing identified issues.



# Get ready for the conversation

Settlement providers are often a primary contact for availing services and information. The situation is no different in the case of the COVID-19 vaccinations.

Having a conversation about COVID-19 vaccines can help to keep communities safe and contribute to reducing COVID-19 related harm and stop the transmission of the disease.

Addressing concerns about COVID-19 vaccines can be a challenging topic as some concerns are based on deeply personal experiences, beliefs, misinformation and past experiences of poor or unfair health treatment.



# Get ready for the conversation

Before starting a conversation about COVID-19 vaccines there are some things that you can do:

- Pick the right time for you and the person you want to talk to. It is important to choose a moment and a place where both of you are comfortable.
- Keep a nice and friendly approach.
- Remember that our opinions are built around different factors and circumstances.

If the clients do not feel ready to talk, let them know you will be available if they need help in the future.





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Having the  
conversation

# 1. Be empathetic and connect with individuals' values

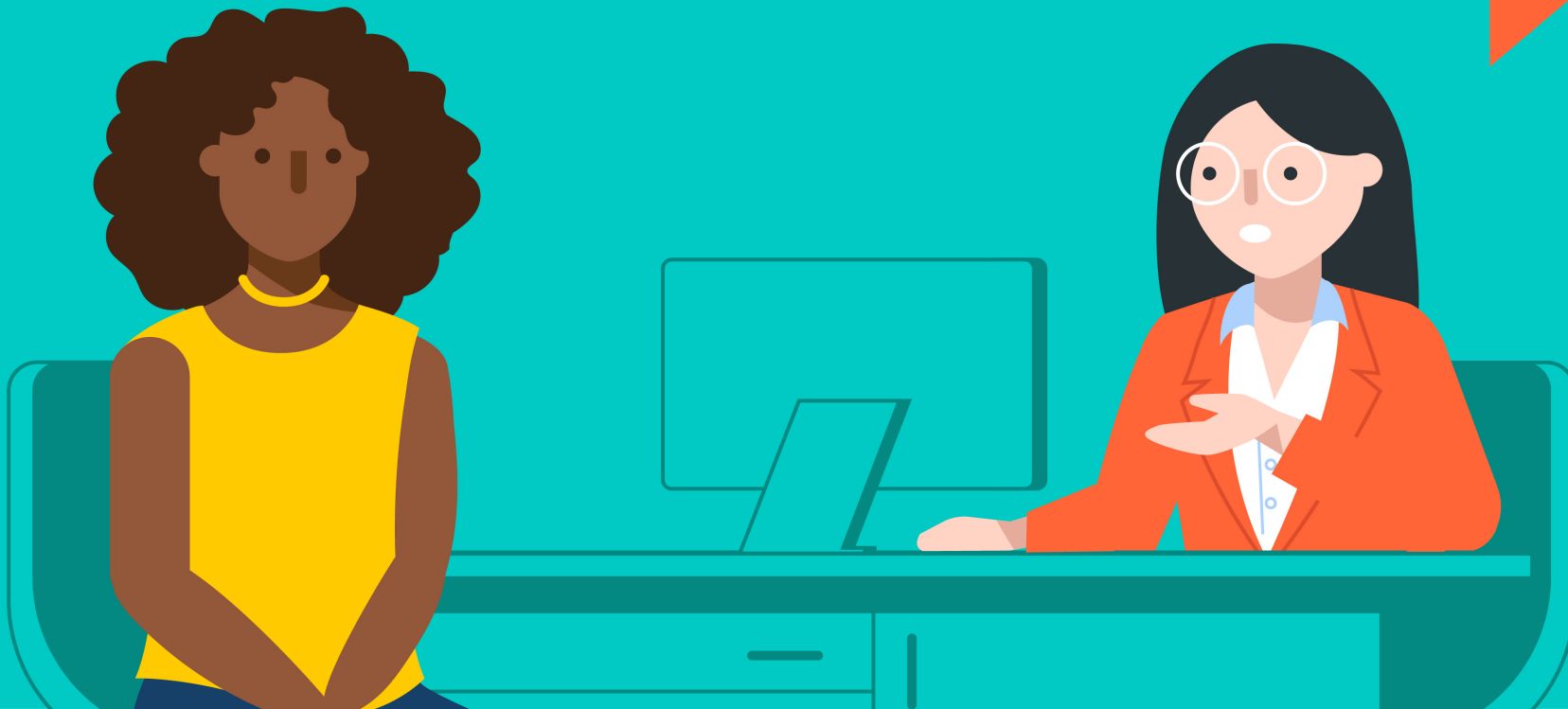
Maintain empathy throughout the conversation and acknowledge the clients' values and feelings. You do not necessarily have to agree with everything, but you can support others by connecting with them without judgement.





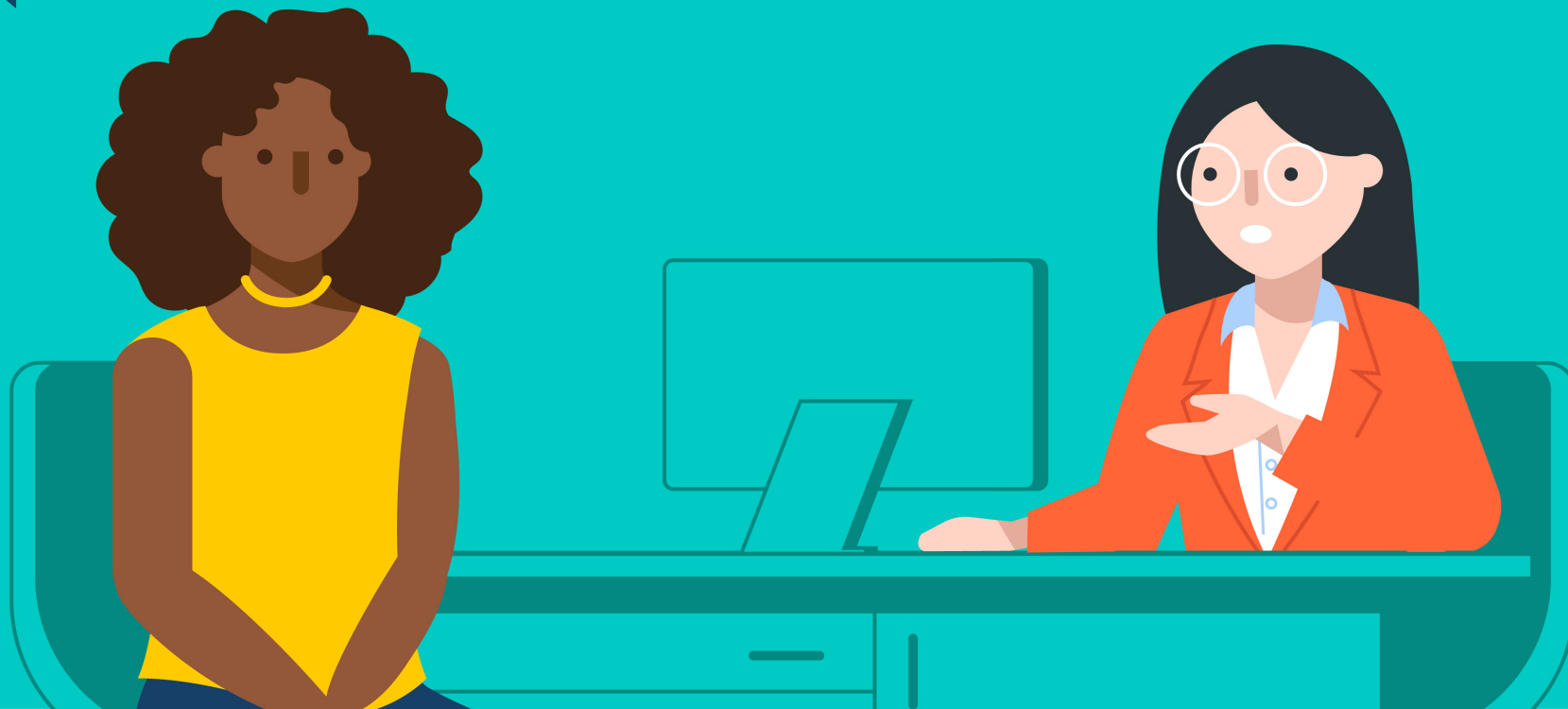
I am worried about the vaccine.  
I do not know enough about it.

I understand it is a difficult time, and it is  
alright to have questions and concerns.



What would help you feel better about the COVID-19 vaccine?

I think having more information would help me.



## 2. Ask open-ended questions about their concerns

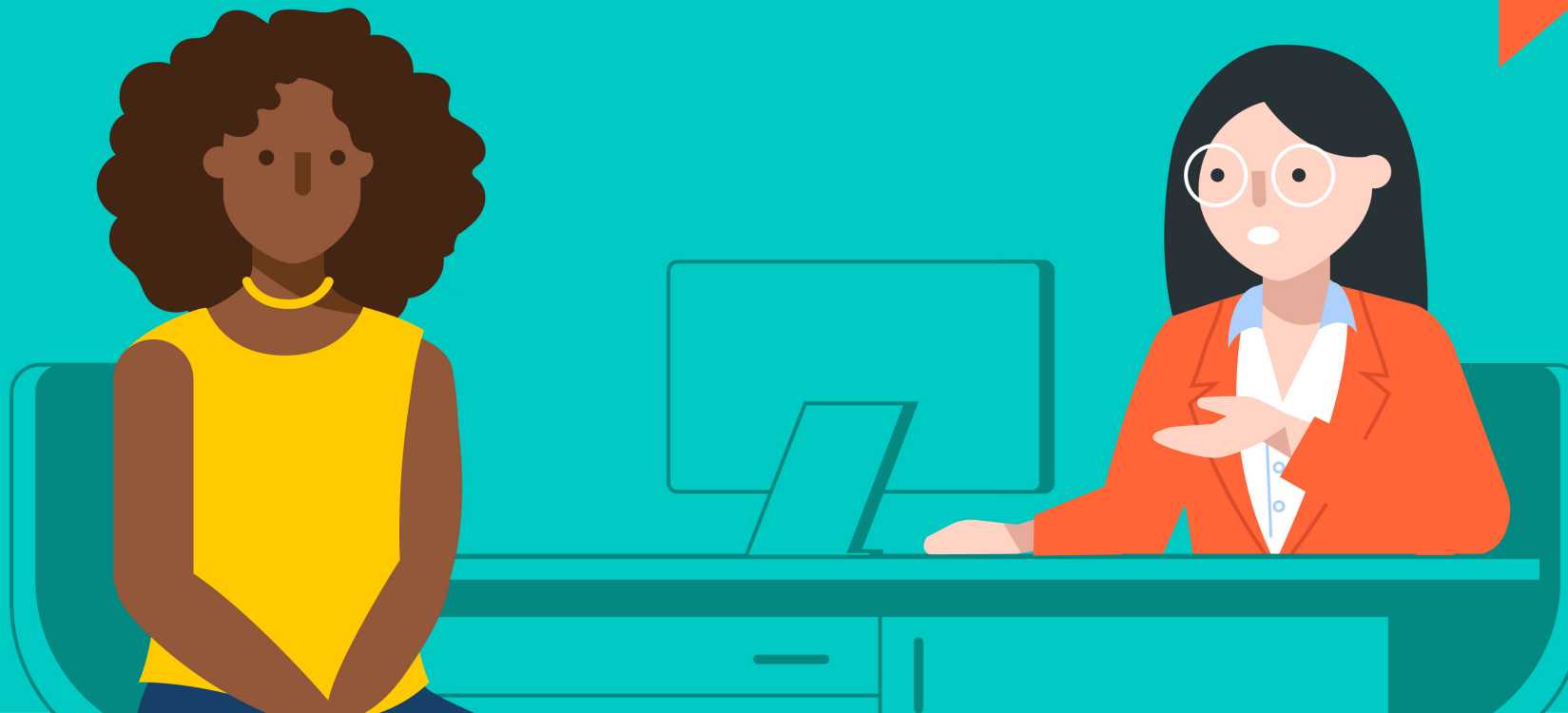
Ask open-ended questions that help to identify underlying concerns. These questions can help you understand the other person's concerns better and can help that person to identify and clarify their thoughts.

This is also a good way to understand where they got their information and how they found answers to their questions.



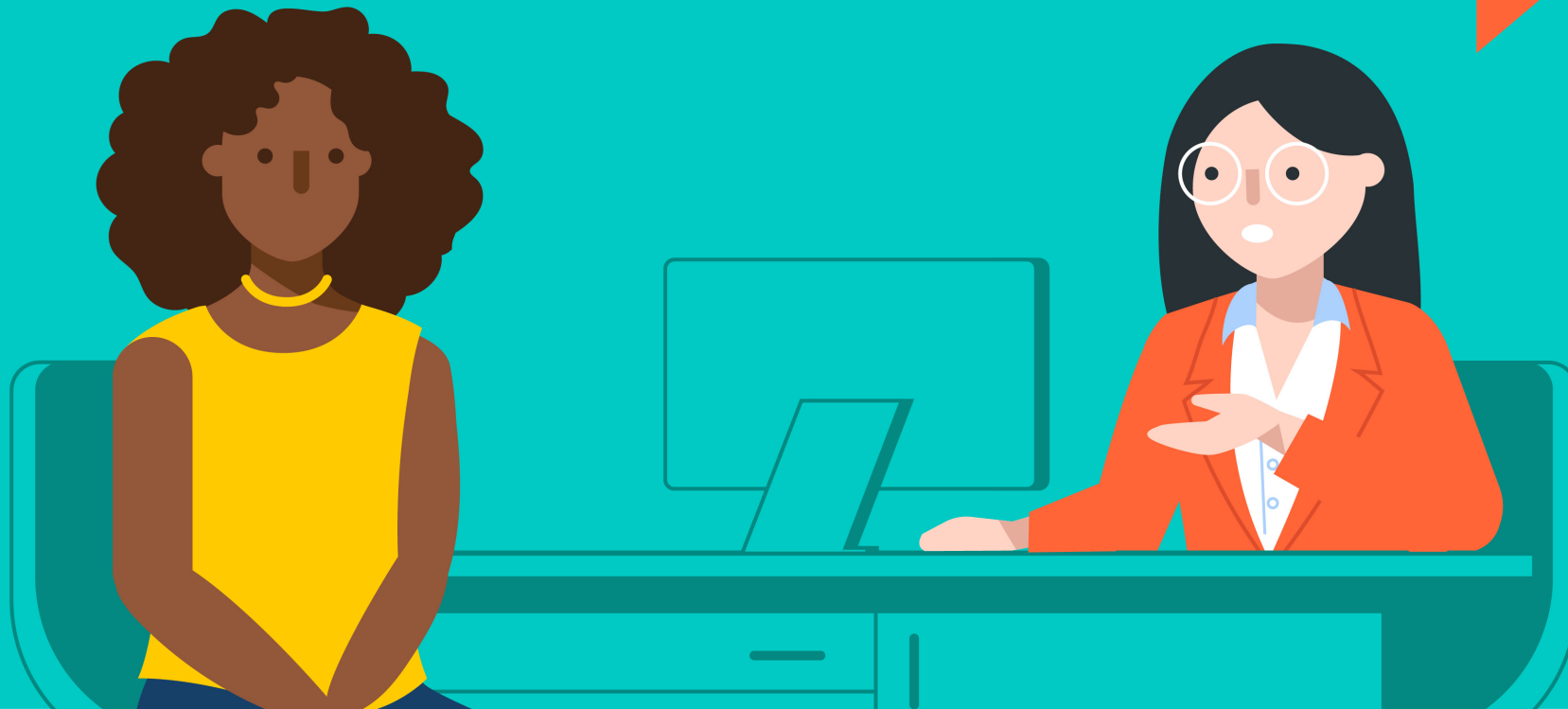
I don't feel confident about getting the COVID-19 vaccine.

What would make you feel more confident about the vaccination?



I would like to know how vaccines work and if they can change your DNA.

Vaccines train your immune system to recognise and fight viruses such as COVID-19. COVID-19 vaccines use the coronavirus spike to help your body to produce the antibodies that can fight the virus. They cannot change your DNA in any way.



### 3. Have both individual and family conversations

A vaccination decision can be a household choice where the decision-maker of the family chooses for the household, or it can be an individual decision. You can have a conversation with an individual client or the eligible household members to discuss their concerns and motivations for the vaccination.



My father decides for the house. He is still confused about the vaccine.

I understand. How about we discuss these concerns together?



## 4. Share trusted information

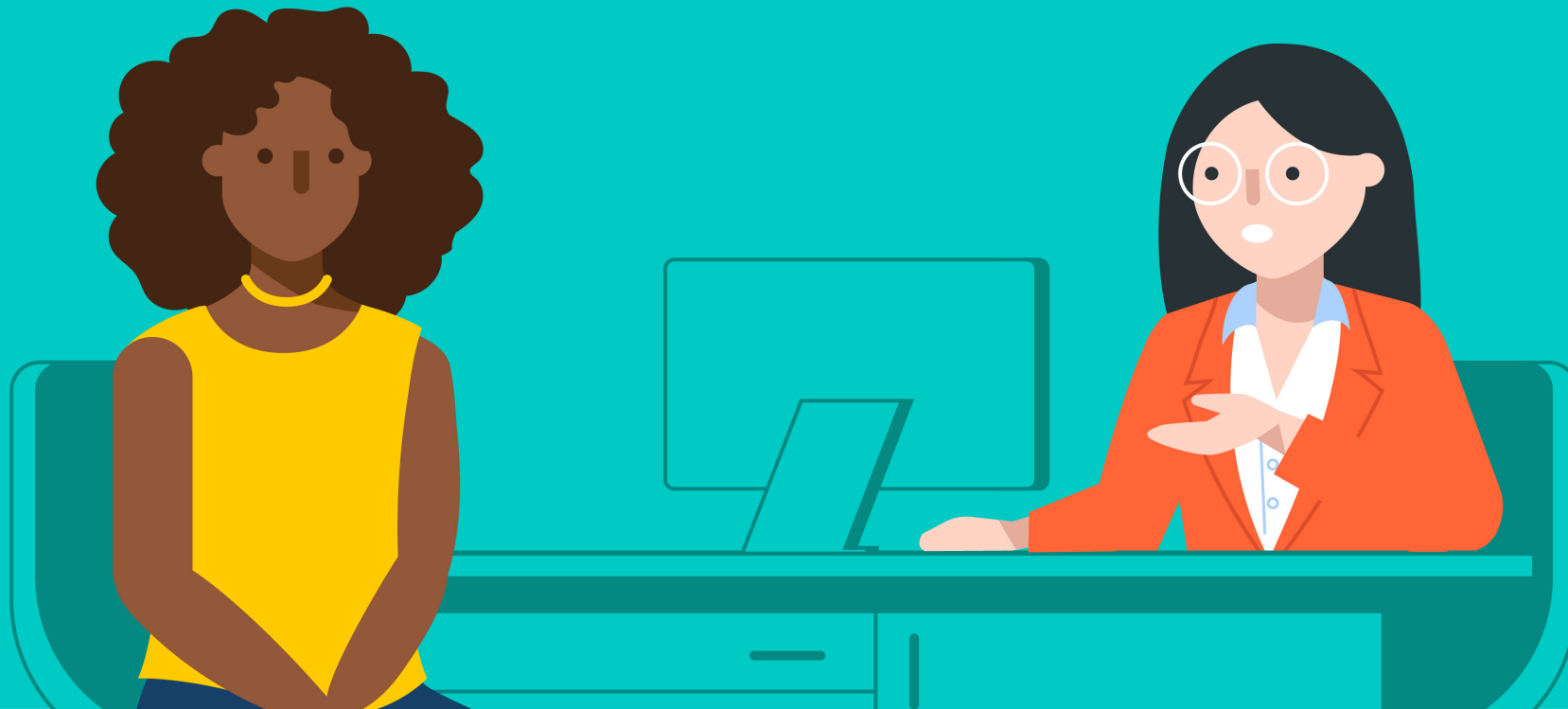
Always share information from reliable sources. Once you are sure you understand their questions or concerns, you can ask them if you can share trusted information with them or help them to look for information or get in contact with their General Practitioner (GP).





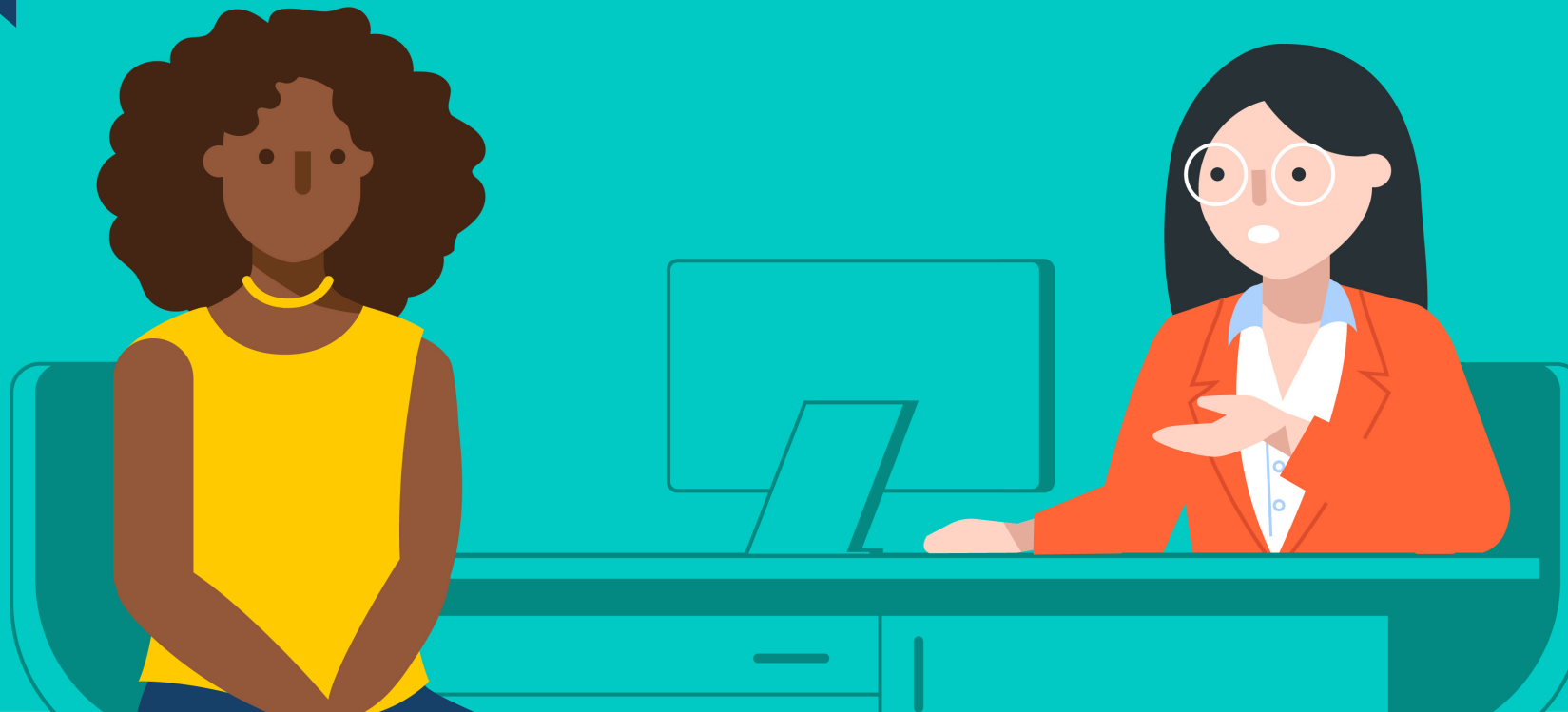
COVID-19 vaccines were developed in a short time. How do I know they are safe?

The COVID-19 vaccine has followed the same protocols as other vaccines. Scientists around the world worked together to develop COVID-19 vaccines and this teamwork has helped them to speed up the process.



If you like, I can share some resources with you,  
or we can look for more information.

Yes, I think that might be useful.



## 5. Helping clients find their reason to be vaccinated

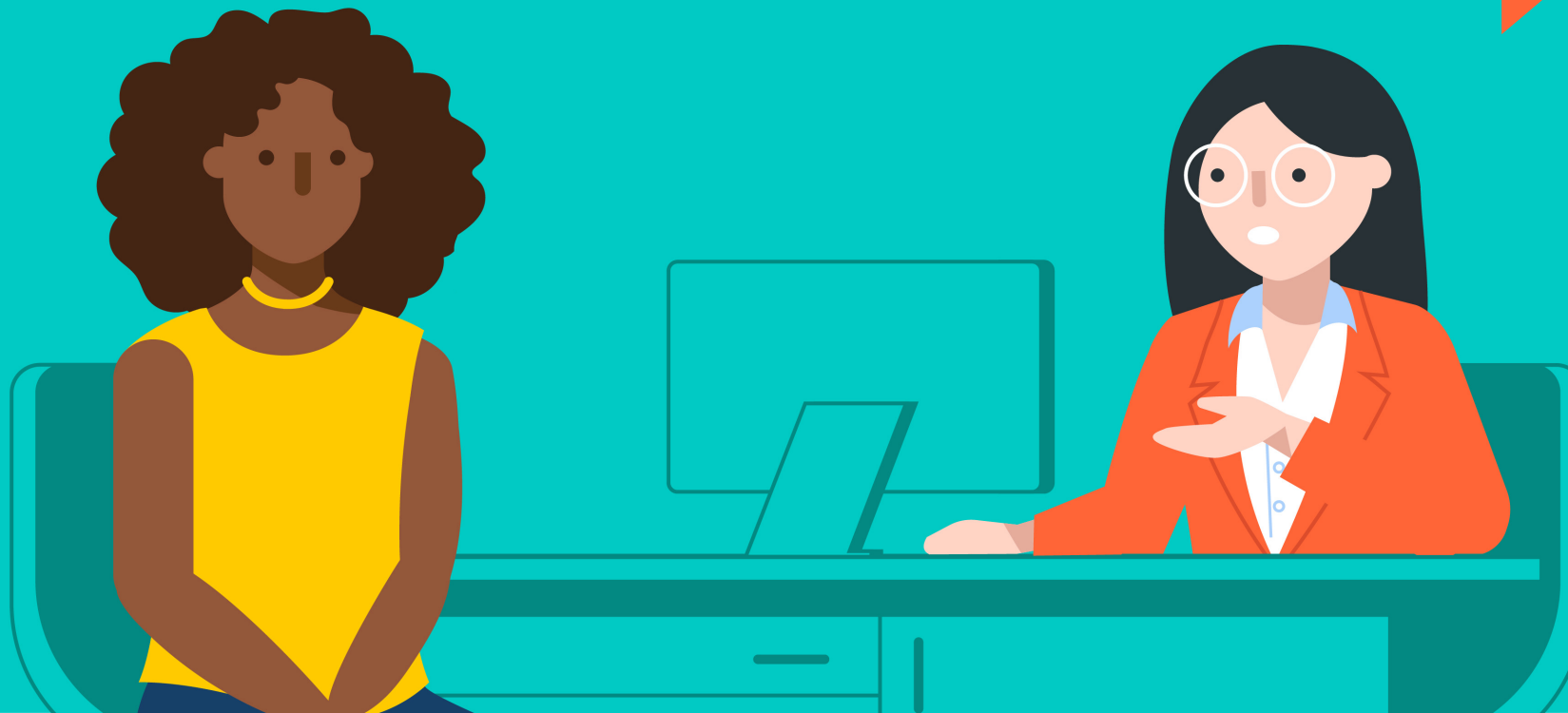
Getting vaccinated is a personal choice and we all have different reasons to get the COVID-19 vaccine. Your personal story can help them find the reason to be vaccinated. You can share your reasons to get vaccinated, if you had any concerns and how you were assured about the vaccination.

Some reasons to get vaccinated are, for example, that we will be able to visit our loved ones overseas and interact with each other without the fear of getting severely sick if we catch the virus.

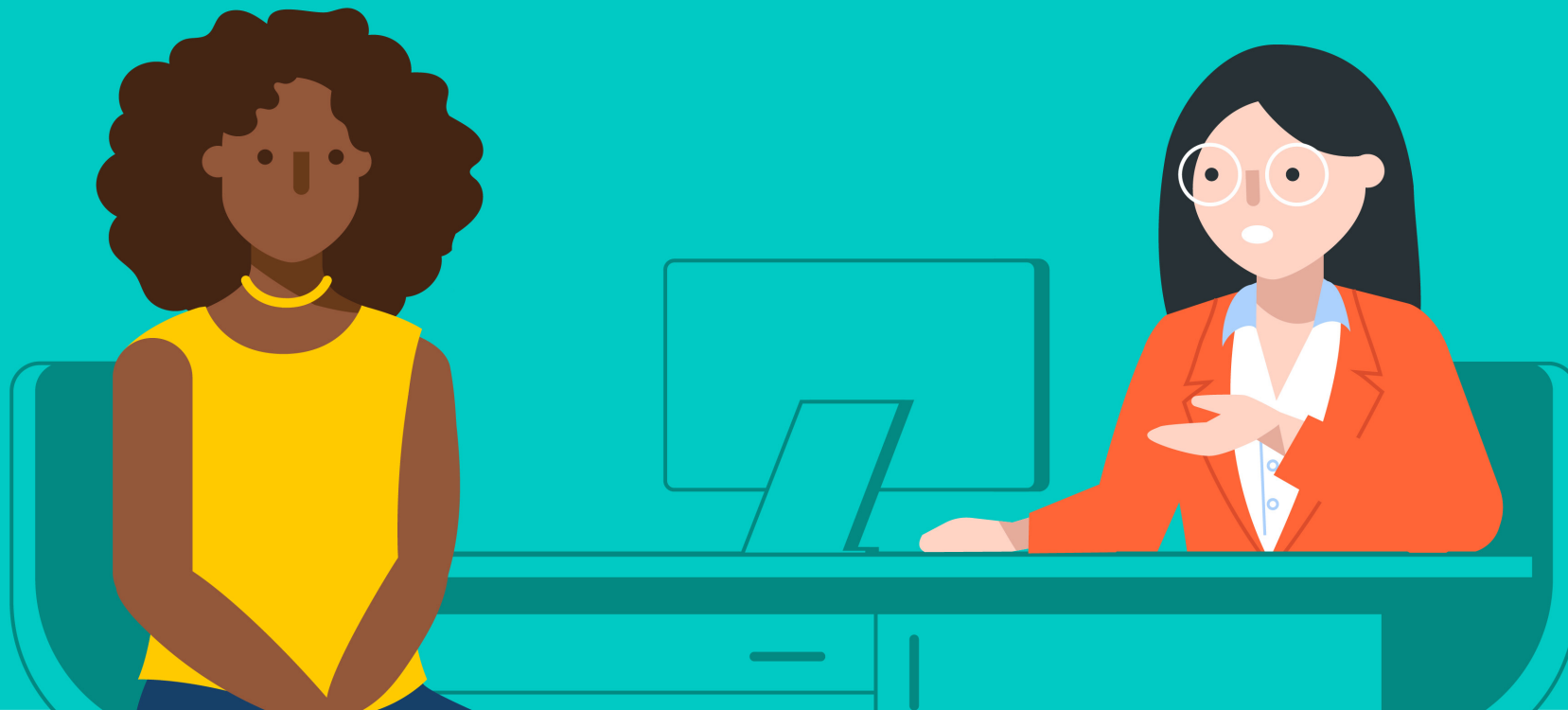


Why should we get vaccinated if people can get COVID-19 anyway?

It's true that we can still catch COVID-19 after getting vaccinated. But the vaccines are very good at protecting us from being very sick and having to go to hospital or even dying.



I got vaccinated because I wanted to visit my relatives safely in other states again. What do you think?



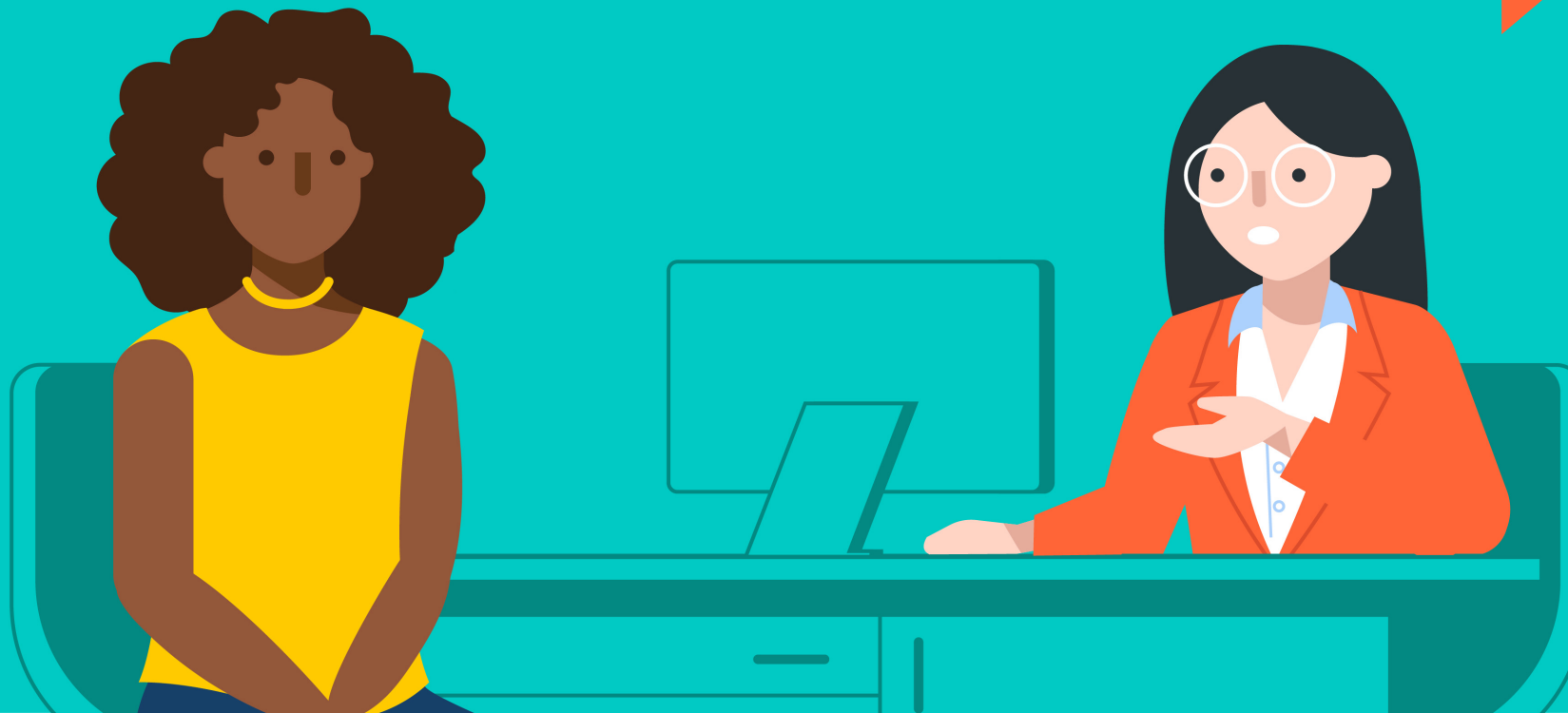
## 6. Helping clients to book an appointment

If they express an interest to be vaccinated, you can help clients with the process of registration or to book an appointment for the vaccine. You can use the Vaccine Clinic Finder to find a clinic that is convenient for them.



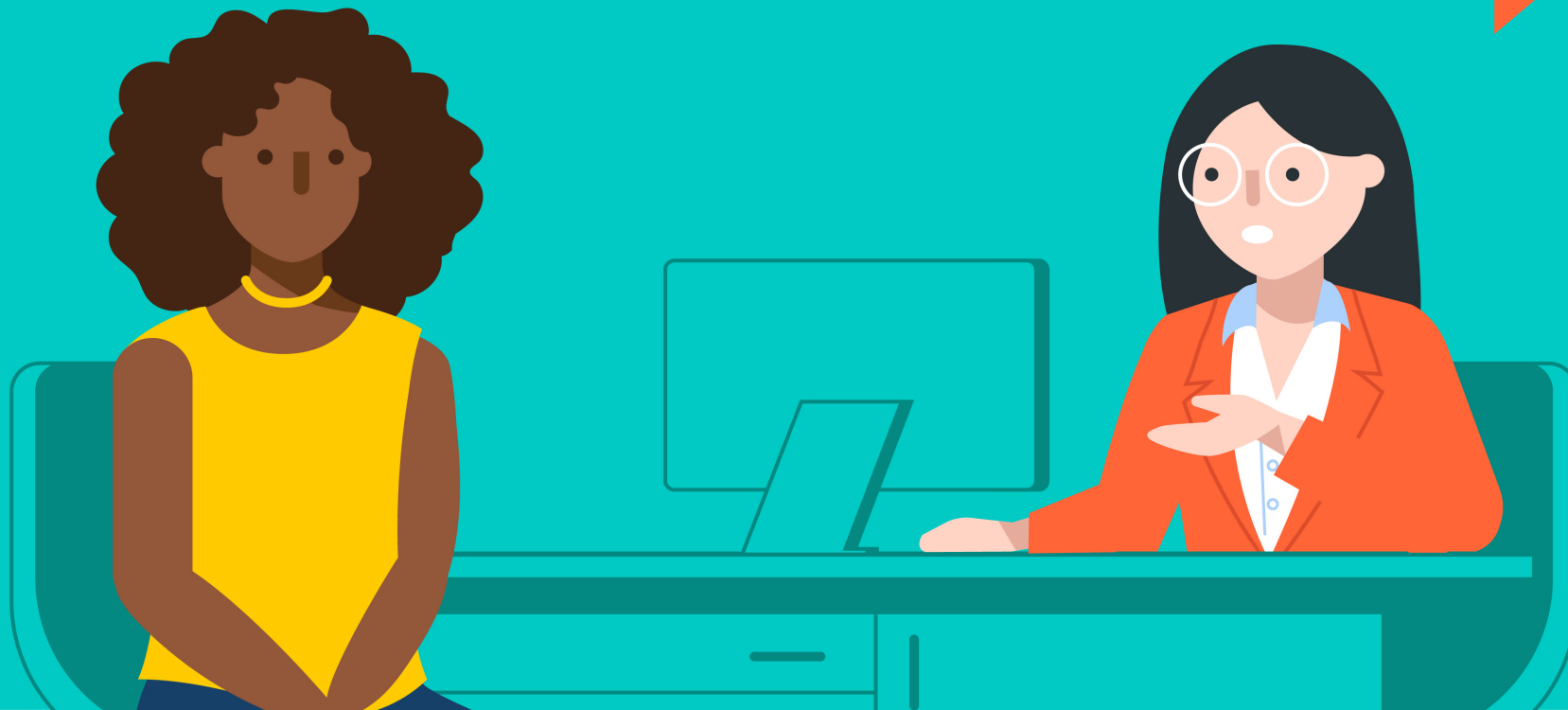
I would like to book an appointment and get vaccinated, but I do not have a Medicare card.

COVID-19 vaccines are free for everyone in Australia. You do not need Medicare or a particular visa status.



Where can I go to get vaccinated?

Let me help you find the best place to get vaccinated.







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**Where to find  
information**

# Department of Health

The Department of Health website offers a range of translated resources in 63 community languages. This website provides information about the COVID-19 vaccine such as how to get the vaccine, side effects, misinformation, and commonly asked questions. You can also find videos, radio messages, fact sheets, posters and social media resources.

You can find more information here

<https://www.health.gov.au/initiatives-and-programs/covid-19-vaccines/covid-19-vaccine-information-in-your-language>



# COVID-19 Vaccine Clinic Finder

[The COVID-19 Vaccine Clinic Finder](#) is an online tool that provides information in 15 community languages about when and where you can receive a COVID-19 vaccine and allows you to book an appointment in the nearest vaccination clinic.

You can find more information here  
[health.gov.au/covid19-vaccines-languages](https://health.gov.au/covid19-vaccines-languages)



# National Coronavirus Helpline

The [National Coronavirus Helpline](#) provides information on the COVID-19 vaccine and can assist you in locating a vaccine clinic and providing contact information to make a booking.

You can call National Coronavirus Helpline on 1800 020 080. This service is available 24h 7 days a week. For interpreting services call TIS National on 131 450 and ask to be connected to the National Coronavirus Helpline.



# States/Territories Health Departments

States and territories have also developed translated resources with information on the COVID-19 vaccine.

- [ACT](#)
- [NSW](#)
- [QLD](#)
- [SA](#)
- [TAS](#)
- [VIC](#)
- [WA](#)
- [NT](#)



# RANZCOG

[The Royal Australian and New Zealand College of Obstetricians and Gynaecologists](#) (RANZCOG) provides updated information and guidance on the COVID-19 vaccine for pregnant and breastfeeding women and those planning pregnancy following the advice from the Australian Technical Advisory Group on Immunisation (ATAGI).



# Healthdirect

[Healthdirect](#) provides health information and advice on the COVID-19 vaccine. Its website provides information in English on frequently asked questions. This includes the [COVID-19 Vaccine Side Effects Symptom Checker](#) that can help with concerns about the side effects after receiving a COVID-19 vaccine.

You can find more information here

<https://www.healthdirect.gov.au/coronavirus>



# MyAus COVID-19 App

[The MyAus COVID-19 App](#) is a free app developed by Migration Council Australia that provides COVID-19 information and support in 29 community languages, including information on the COVID-19 vaccine in accessible language.

