



Australian Government

## Prioritising Residential Aged Care



Safe. Effective. Free.

# Information and promotion guide to engage and support your workers

7 May 2021

## Purpose

This guide is designed to assist residential aged care facilities to engage with your workforce and support discussion about COVID-19 vaccination. It is important for workers in residential aged care to be vaccinated against the COVID-19 virus to help protect themselves, their families and vulnerable residents in their care.

**Residential aged care workers are eligible for a vaccination now**, and include all people working at a residential aged care facility who are responsible for:

- resident care
- support and services for residents
- maintenance and administration.

This includes:

- nursing and personal care staff
- allied health professionals
- kitchen, cleaning, laundry, garden and office staff.

There are several options available for residential aged care workers to access a vaccine. These are listed on the factsheet and poster included with this guide and on the Department of Health website at [health.gov.au/covid19-vaccines](https://health.gov.au/covid19-vaccines).

## How to engage and involve workers in a vaccination discussion

You have the opportunity to ensure workers at your facility are well informed about the COVID-19 vaccination rollout in Australia. This pack provides tools to assist you in creating an engaging information event, as well as other ideas for encouraging participation and addressing any vaccine concerns.

In this guide, you will find key information (on page 2) that you can adapt and use in a presentation to workers on the COVID-19 vaccination program. Enclosed with the guide is a Common Questions document you can also use as a reference for answering queries.

We have also included posters and factsheets you can display (including translated versions in 19 languages) around your facility.

## 1. Key information for your workers

- It is normal for people to have questions about the new COVID-19 vaccines and to possibly feel hesitant about getting the vaccine.
- Safety is the number one priority in Australia's national COVID-19 vaccine rollout.
- While Australia has been relatively successful in avoiding sustained COVID-19 outbreaks, the risk of community transmission remains significant.
- The vaccination of older Australians is the most effective protection against COVID-19.
- Both the Pfizer and AstraZeneca COVID-19 vaccines continue to be recommended as safe for older Australians by the Therapeutic Goods Administration (TGA) and the Australian Technical Advisory Group on Immunisation (ATAGI).
- Receiving a vaccination is voluntary and free for everyone living in Australia.
- Although COVID-19 vaccines are voluntary in Australia, it's important that everyone who can get it, does get it, to help keep themselves and others safe.
- The vaccine is just one part of keeping the community safe and healthy. It is important for everyone to continue COVIDSafe practices.
- The initial stages of the national vaccine rollout are focused on people most at risk from transmission and from severe disease.
- This includes older Australians living in residential aged care facilities, as well as older people living in the community.
- Aged care residents are receiving the Pfizer COVID-19 vaccine because it enables them to be fully vaccinated within three weeks, and they are at greater risk due to being in communal living conditions.
- For older Australians living in the community, the AstraZeneca vaccine remains highly effective at preventing death and severe illness from COVID-19 – and the incidence of the blood-clotting syndrome is very rare.
- Under the national vaccine rollout:
  - People aged under 50 will access the Pfizer COVID-19 vaccine
  - People aged 50 and over will access the AstraZeneca COVID-19 vaccine.
- For aged care workers there are a number of options for accessing a COVID-19 vaccination depending on age, as detailed in the [factsheet](#) on how residential aged care workers can get a COVID-19 vaccination.
- You will need two separate doses (injections) of the same vaccine to give you the best protection against COVID-19.
- You will need to schedule your second dose appointment. For the Pfizer vaccine you need to wait at least 21 days between doses. For the AstraZeneca vaccine it is recommended that you wait 12 weeks between doses.
- If you have concerns about your health and getting the COVID-19 vaccine, or about any post-vaccination symptoms, do talk with your general practitioner.
- It's important to remember that after vaccination we all need to continue to practise COVIDSafe behaviours.
- There are posters and factsheets available to help you decide your preferred way to get a COVID-19 vaccination.
- For more information you can go to [health.gov.au](https://health.gov.au) which has trusted information on the COVID-19 vaccine, including the eligibility checker where you can find clinics to get a vaccination.

## 2. Host an information session

An informal morning or afternoon tea combined with an information session is a great way to encourage your workers to gather and talk about the COVID-19 vaccination program.

Led by Infection Prevention and Control Leads and facility managers, it is a great way to engage with workers and help answer any queries or concerns they may have about getting vaccinated.

Below is an example format for your event. You may like to hold more than one session to ensure all workers have the opportunity to attend:

### Prior to event

- Send an event invitation to workers via email.
- Create a poster to place in prominent work areas promoting the event.
- Encourage **all** workers to attend.
- Arrange catering.
- Decorate your event area with posters about COVID-19 vaccination for workers (supplied in this event pack, including translated versions).

### At the event

- Provide printed copies of the [factsheet](#) for aged care workers to attendees (supplied in this event pack).
- Consider inviting a GP to participate in the discussion.
- Facilitate a round table discussion to talk about common questions, and encourage attendees to participate. Use the Common Questions handout supplied to help you or refer to the Department of Health website to find answers to tricky questions.
- Ask workers who have been vaccinated to share their experiences and explain why they decided to get the COVID-19 vaccine.
- Step workers through the ways they can access a vaccine, including demonstrating the COVID-19 vaccine eligibility checker and clinic booking system (available on the Department of Health website) if you have audio-visual functionality.
- Let staff know about any on-site clinics you may be planning.

### After the event

- Publish articles and photographs featuring workers receiving their COVID-19 vaccine and distribute via your communication channels including social media, intranet or newsletter.
- Celebrate and promote milestones with workers such as when you reach the halfway mark in your workforce vaccination.

### 3. Email, newsletter and intranet promotion

The content below can be used to engage your workforce by providing information in your staff e-bulletins, newsletters, on your intranet or through other communication channels.

#### Suggested article:

##### How to get your COVID-19 vaccination

As a worker in residential aged care, you are able to get your COVID-19 vaccination.

If you are aged 50 years and over, you will be offered the AstraZeneca COVID-19 vaccine.

If you are aged under 50 years, you will be offered the Pfizer COVID-19 vaccine.

**Aged care workers aged 50 and over** – you can make an appointment at a GP clinic, GP respiratory clinic or Aboriginal and Torres Strait Islander Community Controlled Health Service or at a *[insert your state or territory]* AstraZeneca COVID-19 vaccination clinic.

**Aged care workers aged under 50** – visit a *[insert your state or territory]* Pfizer COVID-19 vaccination clinic. In addition, the Australian Government is establishing Pfizer clinics dedicated to residential aged care and disability workers only – the first clinics are now open in Sydney, New South Wales with more to follow in other locations.

The easiest way to find your nearest vaccination clinic is by searching the COVID-19 vaccine eligibility checker on the Department of Health website.

Visit the eligibility checker regularly because more clinics are being listed as they become available.

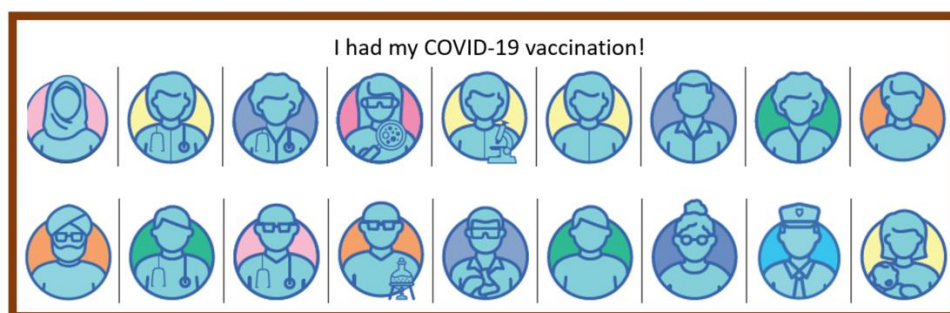
Detailed information about the ways you can get a COVID-19 vaccination is available on the residential aged care workers factsheet. The factsheet is translated and available in 20 languages.

For more information, you can:

- visit [health.gov.au/covid19-vaccines](https://health.gov.au/covid19-vaccines)
- call the National COVID-19 Vaccine Helpline on 1800 020 080
- view COVID-19 vaccine information in your language on the Department of Health website – [health.gov.au](https://health.gov.au).

### 4. Create a photo wall

Create a photo wall in your workplace, such as in a staff room, where people can display a photo of themselves during or after having been vaccinated. It is a great way to help normalise vaccination. You could also create a photo wall on your intranet, or feature different workers with some information about their experience.



## 5. Create a photo board on social media


Share photos of your workers, including your leadership, receiving their COVID-19 vaccination on your social media channels. It is a great way to champion vaccination and provide reassurance to your community on the efforts being undertaken to protect your residents.

A generic post is also provided below which you can use on your social media.

### Hashtags

#COVIDvaccines #COVID19

**'Call to action' link** – [www.health.gov.au/covid19-vaccines](http://www.health.gov.au/covid19-vaccines)

Content	Image
<p>Aged care workers are now able to get a COVID-19 vaccination.</p> <p>Visit the Australian Government Department of Health website to find out where you can access your vaccine:</p> <p><a href="http://www.health.gov.au/covid19-vaccines">www.health.gov.au/covid19-vaccines</a></p> <p>#COVIDvaccines #COVID19</p>	

## Translated resources

The fact sheet and posters for workers in residential aged care are available in:

Arabic	Burmese
Dari	Hindi
Khmer	Spanish
Karen	Punjabi
Persian	Swahili
Tagalog/Filipino	Nepali
Vietnamese	Lao
Urdu	Assyrian
Cantonese	Malay
Mandarin	

## More information

For the latest information on the COVID-19 vaccination program, please visit [health.gov.au/covid19-vaccines](http://health.gov.au/covid19-vaccines).

## For latest updates visit [health.gov.au](https://www.health.gov.au)

Please see below a list of updated information resources that are now published on the Department of Health website.

- About the AZ vaccine - <https://www.health.gov.au/initiatives-and-programs/covid-19-vaccines/learn-about-covid-19-vaccines/about-the-astrazeneca-covid-19-vaccine>
- Are COVID vaccine safe - <https://www.health.gov.au/initiatives-and-programs/covid-19-vaccines/learn-about-covid-19-vaccines/are-covid-19-vaccines-safe>
- What happens after I am vaccinated - <https://www.health.gov.au/initiatives-and-programs/covid-19-vaccines/getting-vaccinated-for-covid-19/what-happens-after-i-am-vaccinated-for-covid-19>
- Which vaccine will I receive - <https://www.health.gov.au/initiatives-and-programs/covid-19-vaccines/getting-vaccinated-for-covid-19/which-covid-19-vaccine-will-i-receive>
- How do COVID-19 vaccines work? - <https://www.health.gov.au/initiatives-and-programs/covid-19-vaccines/learn-about-covid-19-vaccines/how-do-covid-19-vaccines-work>
- What happens after COVID-19 vaccines are approved? - <https://www.health.gov.au/initiatives-and-programs/covid-19-vaccines/learn-about-covid-19-vaccines/what-happens-after-covid-19-vaccines-are-approved>
- What happens after I am vaccinated for COVID-19? - <https://www.health.gov.au/initiatives-and-programs/covid-19-vaccines/getting-vaccinated-for-covid-19/what-happens-after-i-am-vaccinated-for-covid-19>
- Is it true? - <https://www.health.gov.au/initiatives-and-programs/covid-19-vaccines/is-it-true>

### Easy print documents

The Department of Health has published a number of easy print documents for vaccine providers for use in their clinics available at

<https://www.health.gov.au/resources/collections/covid-19-vaccination-advice-for-covid-19-vaccine-providers>

- COVID-19 vaccination – Information on AstraZeneca vaccine
- COVID-19 vaccination – After your AstraZeneca vaccine
- COVID-19 vaccination – after your Pfizer (CORMIRNATY) vaccine
- COVID-19 vaccination – Preparing for COVID-19 vaccination
- COVID-19 vaccination – Consent form for COVID-19 vaccination

### COVID-19 vaccine clinic finder translations

The online COVID-19 vaccine [clinic finder and eligibility checker](#) is available in 9 languages. This feature allows Australian's to search their nearest vaccination provider so they can then contact that clinic and register for an appointment. Not all clinics will take online bookings, and may need to be contacted directly by phone.

### Risk v. Benefit of AstraZeneca COVID-19 vaccine

The Australian Technical Advisory Group on Immunisation has provided an [AstraZeneca decision guide](#) to help people make informed decisions, weighing up the potential benefits against risk of harm from COVID-19 Vaccine AstraZeneca. The decision guide is available at <https://www.health.gov.au/resources/publications/covid-19-vaccination-weighing-up-the-potential-benefits-against-risk-of-harm-from-covid-19-vaccine-astrazeneca>

The Department of Health will continue to revise web content as the programme is reviewed.