

Supporting Vaccination Conversations

Conversation Guide for Staff

Use this guide to support your conversations with residents and families who have questions and concerns regarding vaccines.

1

Listen

Use active listening, which means giving the patient your undivided attention; using verbal and non-verbal (e.g. making eye contact, nodding your head)

Example: "I'd really like to understand your concerns."

2

Acknowledge

Acknowledge their concerns and validate them.

Example: "Thank you for sharing. It sounds like you're worried that [...]"

3

Recommend

Make a clear and confident recommendation to get vaccinated.

Example: "I recommend that you have the RSV vaccine. It will help protect you and your family."

4

Explain (briefly and clearly)

Address their concerns with simple and accurate information.

Example: "Vaccines don't contain live viruses, so they cannot give you the disease. Some people feel tired or sore afterwards, but that usually settles quickly."

5

Provide trusted resources (see over)

Example: "If it helps, I can share some reliable information from trusted organisations that explains this clearly"

Concern	Resource
<p>Basic information</p>	<p>General Adult Vaccinations</p> <p>Influenza 2026 Influenza (flu) vaccination – Consumer fact sheet</p> <p>RSV Respiratory syncytial virus (RSV) vaccine consumer fact sheet</p> <p>COVID COVID-19 resource.pdf COVID-19 vaccination information for residents of aged care homes</p>
<p>Safety concerns</p>	<p>General Vaccine safety Australian Government Department of Health, Disability and Ageing</p> <p>Influenza Influenza vaccine AusVaxSafety Influenza vaccines – frequently asked questions (FAQs) NCIRS</p> <p>RSV RSV vaccines AusVaxSafety Respiratory syncytial virus (RSV) FAQs NCIRS</p> <p>COVID-19 COVID-19 vaccines AusVaxSafety COVID-19 vaccines: Frequently asked questions (FAQs) NCIRS</p>
<p>Cultural safety</p>	<p>General SKAI Talking About Vaccination with Aboriginal and Torres Strait Islander families</p> <p>Influenza SKAI First Nations Flu Vaccine Information Sheet SKAI Flu Yarn Example</p> <p>COVID NCIRS NACCHO COVID Resource Side effects of COVID-19 vaccines</p>