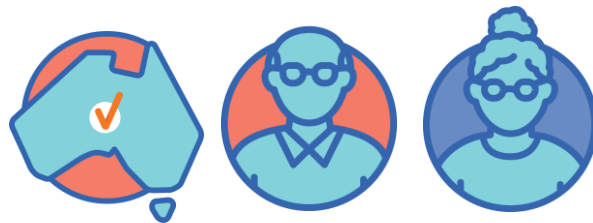


Residential Aged Care Worker COVID-19 Vaccine CALD Information Kit

September 2021



www.health.gov.au



Australian Government

INTRODUCTION

Communication and engagement for residential aged care sector

Residential aged care workers are a priority for COVID-19 vaccinations. People working and caring in residential aged care facilities can help protect our most vulnerable, families and friends, and the community.

All residential aged care workers, no matter what age or location, are eligible for a Pfizer COVID-19 vaccine. Workers are required to have a first dose of a COVID-19 vaccine from **17 September 2021** as a condition of employment.

This communication kit contains the following materials and relevant resources in 14 languages:

• Web content	Arabic	Greek	Swahili
• Electronic direct mail (eDM)	Assyrian	Korean	Tamil
• Social media posts	Cantonese	Kurdish	Thai
• Facebook video	Dari	Mandarin	Vietnamese
• GIF video	Farsi (Persian)	Spanish	
• Linkedin posts			
• Factsheet			
• Q&As			

[Download in-language content here](#)

WEB CONTENT

Support for residential aged care workforce vaccinations

Residential aged care workers are a priority for COVID-19 vaccinations. People working and caring in residential aged care facilities can help protect our most vulnerable, families and friends, and the community. All residential aged care workers, no matter what age or location, are eligible for a Pfizer COVID-19 vaccine.

From **17 September 2021**, residential aged care workers employed or engaged by a residential aged care facility are required to have a COVID-19 vaccination. It will be a condition of employment to have received a first dose COVID-19 vaccine by this time. This includes staff who are full-time, part-time, casual or contracted (including agency labour hire) that provide:

- direct care (nurses, personal care workers, allied health professionals)
- social and lifestyle services (music, art therapy, transport for outings)
- administration, cooking, cleaning and laundry
- volunteers engaged by a facility
- students on placement
- medical practitioners who deliver services in a facility

This will be mandated through state and territory arrangements and may vary based on local circumstances.

WEB CONTENT (continued)

Payments and entitlements

If you are a casual residential aged care worker, there may be support available to ensure you don't lose income when getting your vaccine. You can read more about this on the [Department of Health's website](#).

How residential aged care workers can access a COVID-19 vaccine

The Australian Government is making sure residential aged care facilities have a plan in place to ensure its workers have access to a Pfizer COVID-19 vaccine at their workplace or a nearby dedicated vaccination hub. Ask your aged care facility or employer if a vaccination clinic will visit your workplace, or if there is a dedicated clinic near you.

Alternatively, if you have questions or need help, call the COVID-19 Vaccine Helpline on 1800 020 080 (select option 4), 24 hours 7 days a week or see the [Department of Health's website](#) for details.

You can also find a vaccination location near you via the [online Eligibility Checker](#) including state and territory vaccination clinics, GPs and Commonwealth vaccination clinics. Residential aged care workers have priority access for appointments at these clinics.

Providers should encourage their workers to talk about their vaccination concerns or consideration of the AstraZeneca vaccine with their doctor.

eDM

Pfizer COVID-19 vaccine prioritised for residential aged care workers

Residential aged care workers are a priority for COVID-19 vaccinations. People working in residential aged care, including paid and volunteer staff, can help protect our most vulnerable people.

The Department of Health is working with residential aged care facilities to ensure plans are in place, and to provide support where needed, to ensure every residential aged care worker has access to a COVID-19 vaccination prior to **17 September 2021**.

Every residential aged care facility is being offered on-site vaccination clinics for workers and residents not yet vaccinated. Workers are encouraged to talk to their facility manager about vaccination options for them.

All residential aged care workers, no matter what age, are eligible for a Pfizer COVID-19 vaccine.

continued on next page

eDM

Protecting your community and you

When you get vaccinated, you are protecting yourself, the people you care for and your community.

New COVID-19 variants are rapidly changing the situation in Australia, continuing to increase the risk of infection to senior Australians and workers in residential aged care.

If you are a casual residential aged care worker, there may be support available to ensure you do not lose income when getting your vaccine. You can read more about this on the [Department of Health's website](#).

People who work in residential aged care are required to get their COVID-19 vaccine first dose from 17 September 2021.

Questions? Call the National Coronavirus and COVID-19 Vaccine Helpline on 1800 020 080 (select option 4), 24 hours 7 days a week.

You can also find a vaccination location nearby via the [online Eligibility Checker](#).

If you are concerned about vaccination, or would like to consider the AstraZeneca vaccine, please talk to your doctor as soon as possible.

SOCIAL MEDIA (Facebook post #1)

Residential Aged Care Worker COVID-19 Vaccination

Thousands of residential aged care workers around Australia have already rolled up their sleeves for a COVID-19 vaccine 🙌 If this is you, we thank you! 🙏

If you haven't had yours - please book now.

Residential aged care workers have priority access to the Pfizer vaccine through their workplace, including full-time, part-time and casual workers. There's also financial support for transport and leave. Chat to your facility or employer on how to get your vaccination.

You can also:

📞 Call our COVID-19 Vaccine Helpline on 1800 020 080 (choose option 4) if you have questions or need help booking an appointment.

💻 Find a vaccination location near you through the online Eligibility Checker at: <https://covid.vaccine.healthdirect.gov.au/eligibility?lang=en>

Talk to your doctor if you have any questions or concerns.

Together, let's protect ourselves, our family and the people we care for ❤️

Need more information in a different language? Call our Translating and Interpreting Service on 131 450 or visit: <https://www.health.gov.au/initiatives-and-programs/covid-19-vaccines/covid-19-vaccine-information-in-your-language>

SOCIAL MEDIA (Facebook post #2)

If you're a residential aged care worker you are a priority to receive the Pfizer COVID-19 vaccine.

Protect yourself, the people you care for and your community.

Ask your aged care facility or employer if a vaccination clinic will visit your workplace, or if there is a dedicated clinic near you.

You can also find a vaccination location near you via the [online Eligibility Checker](#), including state and territory vaccination clinics, GPs and Commonwealth vaccination clinics. Residential aged care workers have priority access for appointments at these clinics.

Or call the COVID-19 Vaccine Helpline on 1800 020 080 (select option 4), 24 hours 7 days a week if you have queries or for help to make an appointment.

More information is available via health.gov.au.

SOCIAL MEDIA (Facebook post #3)

(NDIS, NDIA, DSS)

Are you a disability support worker? You are eligible for the COVID-19 vaccine.

Protect yourself, the people you care for and your community.

Ask your aged care facility or employer if a vaccination clinic will visit your workplace, or if there is a dedicated clinic near you. Or call the COVID-19 Vaccine Helpline on 1800 020 080, 24 hours 7 days a week if you have questions.

RESIDENTIAL AGED CARE WORKERS VIDEO



COVID-19 vaccines for Aged Care workers

[In-language videos](#) are available on the Department of Health's website.

GIF VIDEO



<https://www.facebook.com/healthgovau/posts/140393584931988>

[In-language GIF videos](#) available here

LINKEDIN

Post #1

Are you a residential aged care worker? You are a priority to receive the Pfizer COVID-19 vaccine.

Protect you and the people you care for, book your vaccine today.

Talk to your supervisor about vaccination options for you. Questions or need help making an appointment?
Call the COVID-19 Vaccine Helpline on 1800 020 080 (select option 4), 24 hours 7 days a week.

Or find a vaccination location near you: [health.gov.au/eligibility-checker](https://www.health.gov.au/eligibility-checker)

#agedcare #agedcareworkers #healthworker

Post #2 (NDIS, NDIA, DSS)

If you're a disability support worker you're eligible for the COVID-19 vaccine.

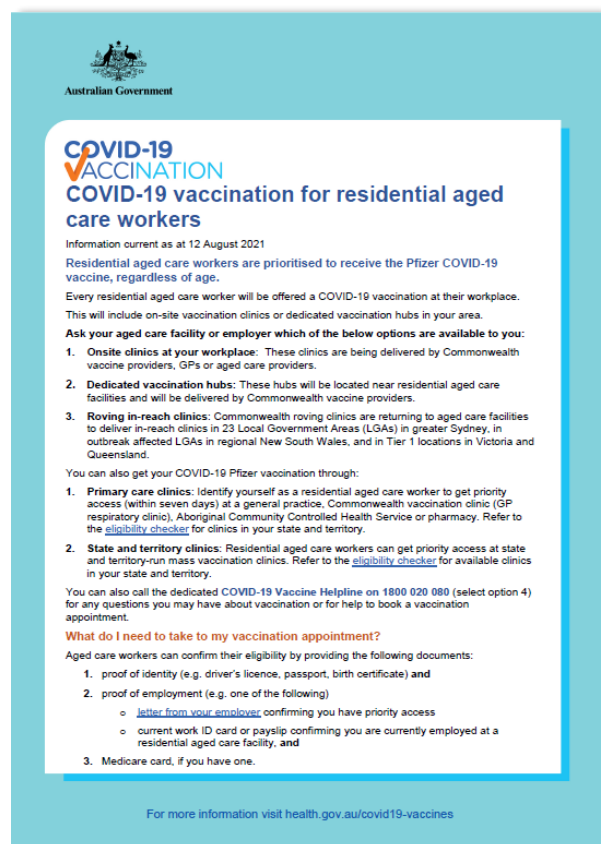
Protect yourself, the people you care for and your community.

Talk to your supervisor and find a vaccination location near you: [health.gov.au/eligibility-checker](https://www.health.gov.au/eligibility-checker)

#healthworker #disabilitysupport

Factsheet

This factsheet on COVID-19 vaccination for residential aged care workers is available in multiple languages for download from the [Department of Health's website](https://www.health.gov.au/covid19-vaccines).



COVID-19 VACCINATION
COVID-19 vaccination for residential aged care workers

Information current as at 12 August 2021

Residential aged care workers are prioritised to receive the Pfizer COVID-19 vaccine, regardless of age.

Every residential aged care worker will be offered a COVID-19 vaccination at their workplace. This will include on-site vaccination clinics or dedicated vaccination hubs in your area.

Ask your aged care facility or employer which of the below options are available to you:

- Onsite clinics at your workplace:** These clinics are being delivered by Commonwealth vaccine providers, GPs or aged care providers.
- Dedicated vaccination hubs:** These hubs will be located near residential aged care facilities and will be delivered by Commonwealth vaccine providers.
- Roving in-reach clinics:** Commonwealth roving clinics are returning to aged care facilities to deliver in-reach clinics in 23 Local Government Areas (LGAs) in greater Sydney, in outbreak affected LGAs in regional New South Wales, and in Tier 1 locations in Victoria and Queensland.

You can also get your COVID-19 Pfizer vaccination through:

- Primary care clinics:** Identify yourself as a residential aged care worker to get priority access (within seven days) at a general practice, Commonwealth vaccination clinic (GP respiratory clinic), Aboriginal Community Controlled Health Service or pharmacy. Refer to the [eligibility checker](#) for clinics in your state and territory.
- State and territory clinics:** Residential aged care workers can get priority access at state and territory-run mass vaccination clinics. Refer to the [eligibility checker](#) for available clinics in your state and territory.

You can also call the dedicated COVID-19 Vaccine Helpline on 1800 020 080 (select option 4) for any questions you may have about vaccination or for help to book a vaccination appointment.

What do I need to take to my vaccination appointment?

Aged care workers can confirm their eligibility by providing the following documents:

- proof of identity (e.g. driver's licence, passport, birth certificate) and
- proof of employment (e.g. one of the following)
 - [letter from your employer](#) confirming you have priority access
 - current work ID card or payslip confirming you are currently employed at a residential aged care facility, and
- Medicare card, if you have one.

For more information visit [health.gov.au/covid19-vaccines](https://www.health.gov.au/covid19-vaccines)

Q&As

COVID-19 vaccines for residential aged care workers

How do residential aged care workers get a COVID-19 vaccination?

The Department of Health is working with residential aged care facilities to ensure plans are in place, and to provide support where needed, to ensure every residential aged care worker has access to a COVID-19 vaccination prior to **17 September 2021**.

Every residential aged care facility is being offered an on-site vaccination clinic for workers and residents not yet vaccinated. This may include through in-reach clinics delivered by Commonwealth vaccination providers, on site clinics conducted by their own employer or by visiting doctors.

In addition, dedicated vaccination clinics will be located near residential aged care facilities across Australia to provide further flexibility for workers to get vaccinated.

Workers can also refer to the [online Eligibility Checker](#) for available clinics or call the dedicated COVID-19 Vaccine Helpline on 1800 020 080 (select option 4) for any questions about vaccination or for help to book a vaccination appointment.

Is the vaccine mandatory?

From **17 September 2021**, residential aged care workers employed or engaged by a residential aged care facility are required to have had a first dose of a COVID-19 vaccine as a condition of employment. Workers should consult their [state or territory public health order](#) on when the second dose must be received.

Residential aged care workers include staff who are full-time, part-time, casual or contracted (including agency labour hire) that provide:

- direct care (nurses, personal care workers, allied health professionals)
- social and lifestyle services (music, art therapy, transport for outings)
- administration, cooking, cleaning and laundry
- volunteers engaged by a facility
- students on placement
- medical practitioners who deliver services in a facility.

This will be mandated through state and territory arrangements and may vary based on local circumstances. Medical exemptions and some limited temporary exemptions may be considered under each state and territory public health order.

What vaccine will I get?

There are currently two COVID-19 vaccines available for use in Australia and both are effective in protecting you from serious illness or death from COVID-19.

Residential aged care workers are eligible to receive a Pfizer COVID-19 vaccine, regardless of age or location.

However, you can choose to be vaccinated with the AstraZeneca vaccine. Doctors can give AstraZeneca to Australians under 60 years of age with informed consent.

We recommend you talk to your doctor about your options.

Can I get sick from vaccination? (continued on next page)

Most vaccines have side effects and the COVID-19 vaccines are no different. It's important to note that everyone's immune system is unique.

Most side effects last no more than a couple of days and they go away without any problems. Common reactions to vaccination include:

- pain, redness and/or swelling where you received the injection
- mild fever
- headache

Some people will experience more significant flu-like symptoms from the vaccine compared to other common vaccinations and may need time away from normal activities. For the Pfizer vaccine, these symptoms are more common after the second dose.

Can I get paid time off work to get vaccinated?

If you are a casual residential aged care worker, support is available if you need to go off-site to get vaccinated. Support is also available if you need time to recover after your vaccination. Find out more on the [Department of Health's website](#).

Can I get vaccinated if I don't have a Medicare card or hold an immigration visa?

COVID-19 vaccines are free for everyone in Australia, regardless of Medicare or visa status. Residential aged care workers without a Medicare card or who are not eligible for Medicare, can still get a vaccination through their facility or employer, or a dedicated vaccination clinic located near facilities. Call the COVID-19 Vaccine Helpline on 1800 020 080 (select option 4) or find a vaccination location nearby via the [online Eligibility Checker](#)

If you don't have a Medicare card or are not eligible for Medicare, you can get proof that you have had your COVID-19 vaccinations online, through your vaccination provider or through the Australian Immunisation Register.

Is the vaccine safe for women who are pregnant or breastfeeding?

Yes. Australian medical experts recommend the Pfizer COVID-19 vaccine for pregnant women. Evidence shows the vaccine is safe for pregnant women and breastfeeding women.

Pregnant women are at higher risk of severe illness from COVID-19, and their babies are at higher risk of being born prematurely.

COVID-19 vaccination may provide indirect protection to babies by transferring antibodies through the placenta (for pregnant women) or through breastmilk (for breastfeeding women).

Women who are trying to become pregnant do not need to delay vaccination or avoid becoming pregnant after vaccination.

Pregnant women are encouraged to discuss the timing of their vaccination, and their vaccination options, with their health professional.

My question isn't answered here – who can I talk to?

If you have questions about getting your COVID-19 vaccination, please call the COVID-19 Vaccine Helpline on 1800 020 080 (select option 4), 24 hours 7 days a week.

If you are concerned about vaccination, or would like to consider the AstraZeneca vaccine, please talk to your doctor as soon as possible.

Need more information in a different language? Call the Translating and Interpreting Service on 131 450 or visit: <https://www.health.gov.au/initiatives-and-programs/covid-19-vaccines/covid-19-vaccine-information-in-your-language>

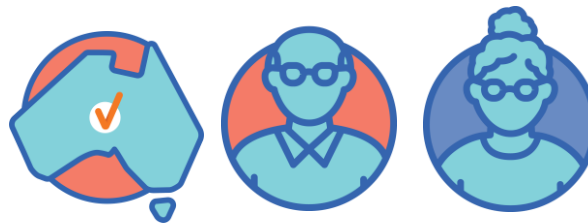
Answers to common questions on COVID-19 vaccines are available [in 63 languages](#).

For further information visit

<https://www.health.gov.au/initiatives-and-programs/covid-19-vaccines/information-for-aged-care-providers-workers-and-residents-about-covid-19-vaccines/residential-aged-care-workers#support-for-residential-aged-care-workers->

COVID-19
VACCINATION

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