

# Conversation pointers

It can be tricky to know what to do or say when a parent or whānau member expresses fears or concerns about COVID-19 immunisation for tamariki. Here are a few pointers about how to have the conversation in a positive and respectful way.

## 1. Acknowledge that vaccination is a personal choice

Getting tamariki vaccinated is an important decision and it's normal to have questions about vaccination and what it could mean for whānau.

People's concerns are real for them. Be open, respectful, and be genuinely curious about the reasons why they feel the way they do.

Do not forget that someone's culture, family dynamics and circumstances may also influence their views.

## 2. Listen with empathy and respect

Understanding how vaccines work is complicated and there is a lot of confusing information in the media and on social media.

Being argumentative could shut down a conversation. Do not try to "win" the conversation, instead listen to understand, not to respond.

## 3. Ask open questions

Ask open questions to help understand their concerns. When you understand what their concerns are, you will be able to share information to help address these, or understand why the things they have heard might be misinformation.

## 4. Share trusted resources

Recommend they talk to their doctor or another trusted health professional to get answers to their questions.

Sit down with them to look at trusted resources like the Unite against COVID-19 and Ministry of Health websites. You will find reliable information about things like how the vaccine works. If appropriate, offer to help them look for information.

Visit [covid19.govt.nz/your-questions-answered/](https://www.covid19.govt.nz/your-questions-answered/) for quick answers to common questions about vaccination.

