

# DRIVING CHANGE LOCALLY:

## IMPROVING VACCINE COMPLIANCE

General Support Services Staff  
at Monash Health Dandenong

Debie Crisologo

Infection Prevention Clinical Nurse Consultant

Infection Prevention & Epidemiology, Monash Health

ACIPC Conference 2025



# Acknowledgement of Country

Monash Health respectfully acknowledges the Bunurong and Wurundjeri Woi-wurrung peoples, the Traditional Custodians and owners of the lands where our facilities are located and programs operate.

We recognise the ongoing spiritual link Aboriginal people have to their lands, culture and lore; and acknowledge that their connections build healthier families and communities. Monash Health pays respect to the Elders of the Wurundjeri Woi-wurrung and Bunurong peoples; past, present and future. We extend our respect to our Aboriginal and Torres Strait Islander employees, consumers and stakeholders.



Ngarra-jarra-noun artwork by Dixon Patten



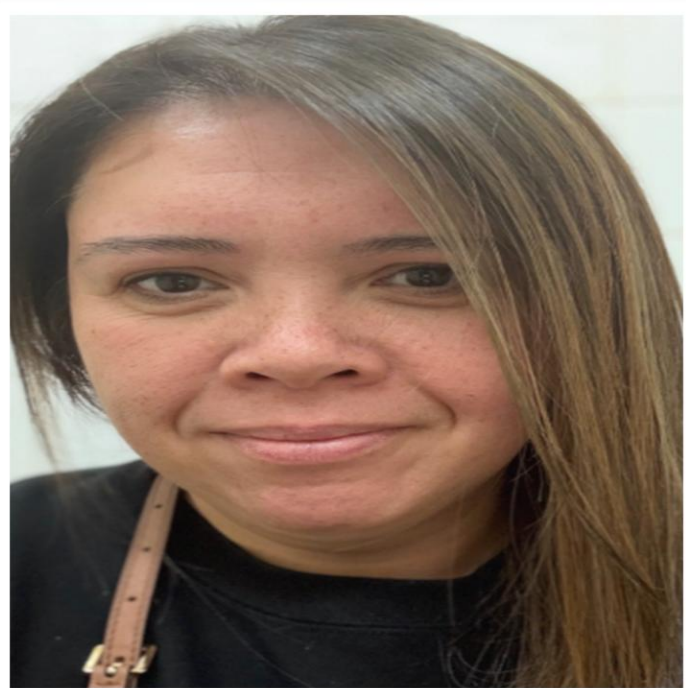
# Disclosure

---

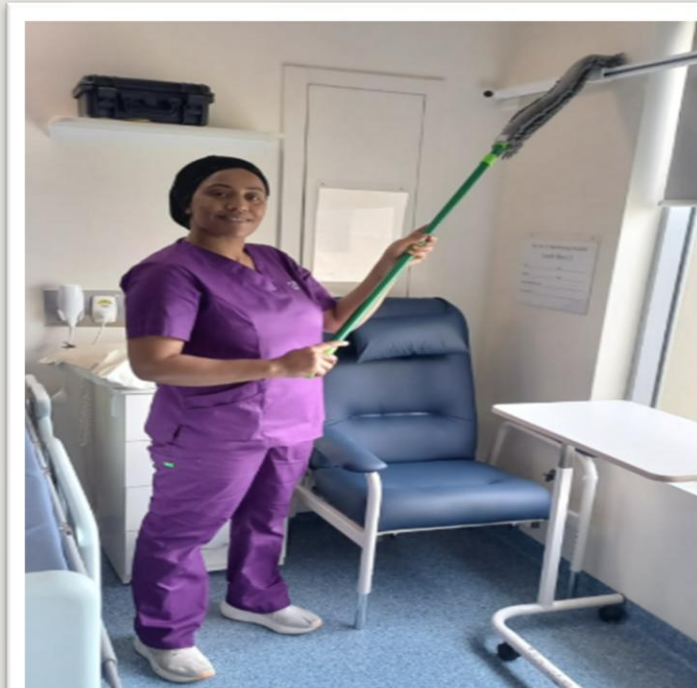
I have no financial or conflict of interest to disclose.



# The Human Story



**Vanessa**



**Rahma**



**Jeanette & Julie**



**Oscar**

“ Vaccination isn't just a policy. It's protection — for our people, our patients, and our community ”



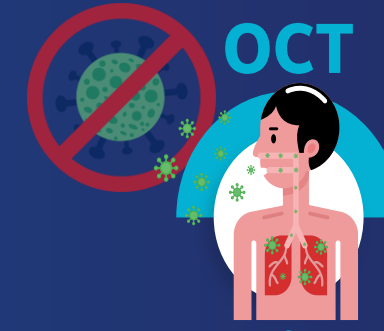
# Staff Immunisation Process





# Background

2024

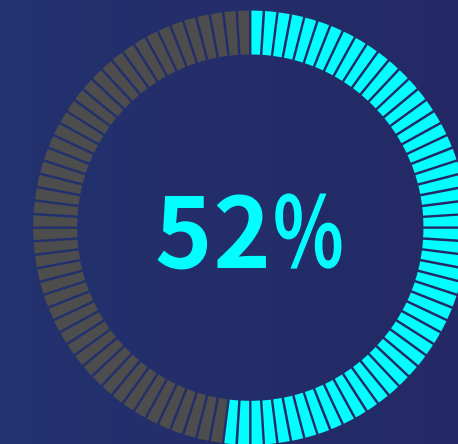


2025

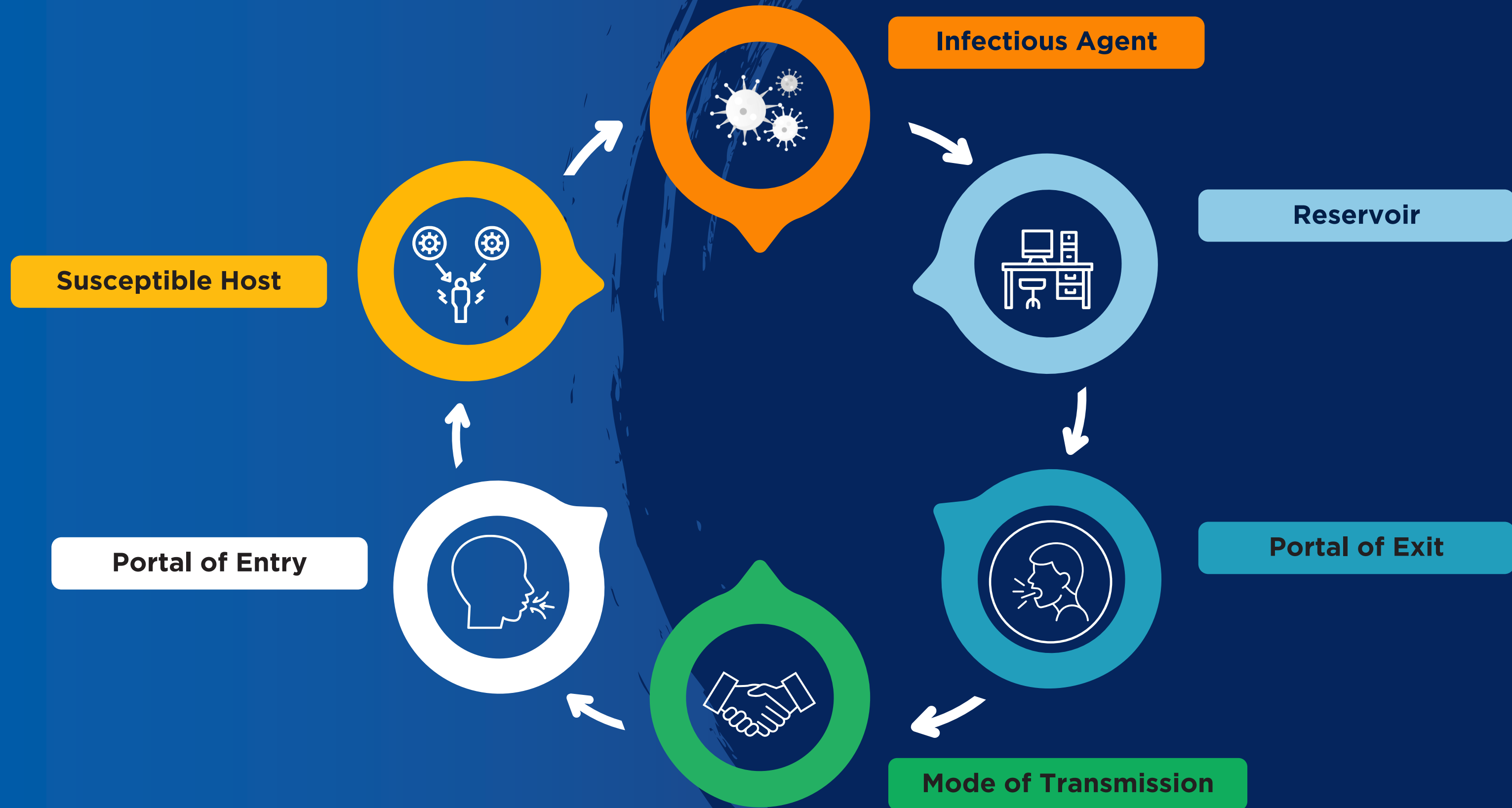


Support Services Staff

Initial compliance rate:

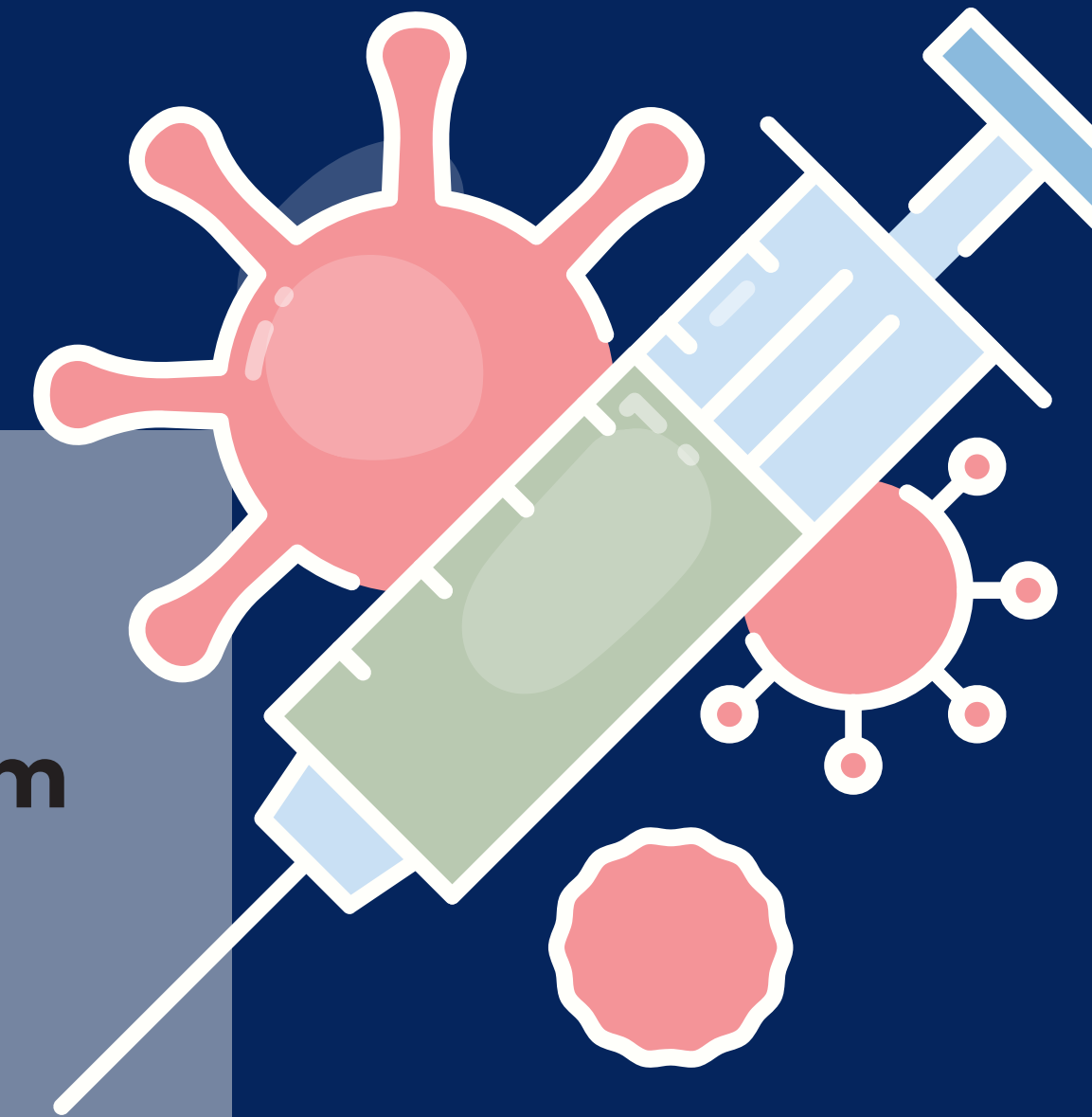
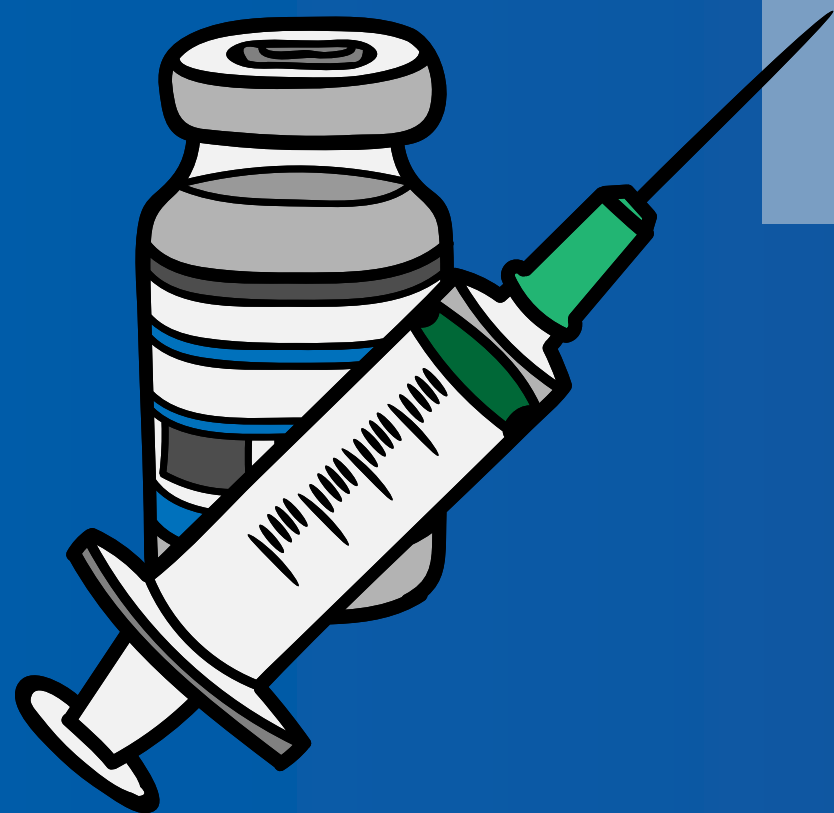


# Breaking the Chain of Infection through Vaccination



# How Vaccine Works?

**A vaccine is a biological preparation that trains the body's immune system to recognise and fight infections — without causing the disease itself.**



# Why Vaccine matters?

01

Protects staff, patients, and the community



02

Reduces disease transmission



03

Healthcare safety is everyone's responsibility



# Objectives

---



Highlight importance of vaccination



Identify the challenges



Identify strategies to improve compliance



Share the outcomes of the initiative



# Our Approach





# Addressing Concerns

WILL I GET SICK?

THERE ARE TOO MANY VACCINES THESE DAYS. IT FEELS LIKE OVERLOADING MY BODY.

I HEARD IT CAN CAUSE AUTISM.

VACCINES ARE TOO NEW OR RUSHED!

I HEARD WHEN THE VACCINE IS INJECTED TO YOU, THE GOVERNMENT CAN TRACK YOUR MOVEMENT.

I GOT VACCINATED ONCE AND STILL GOT SICK. I DON'T THINK THEY REALLY WORK.

I HEARD VACCINES CAN ACTUALLY GIVE YOU THE DISEASE THEY'RE SUPPOSED TO PREVENT.

IS IT SAFE?

WHY DO I NEED IT? I'M HEALTHY AND NEVER GET SICK.

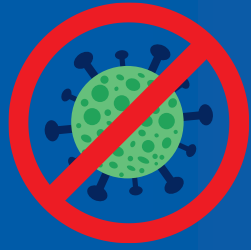


# Building Trust

---



**LISTENING FIRST, RESPONDING WITH EMPATHY**

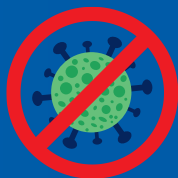
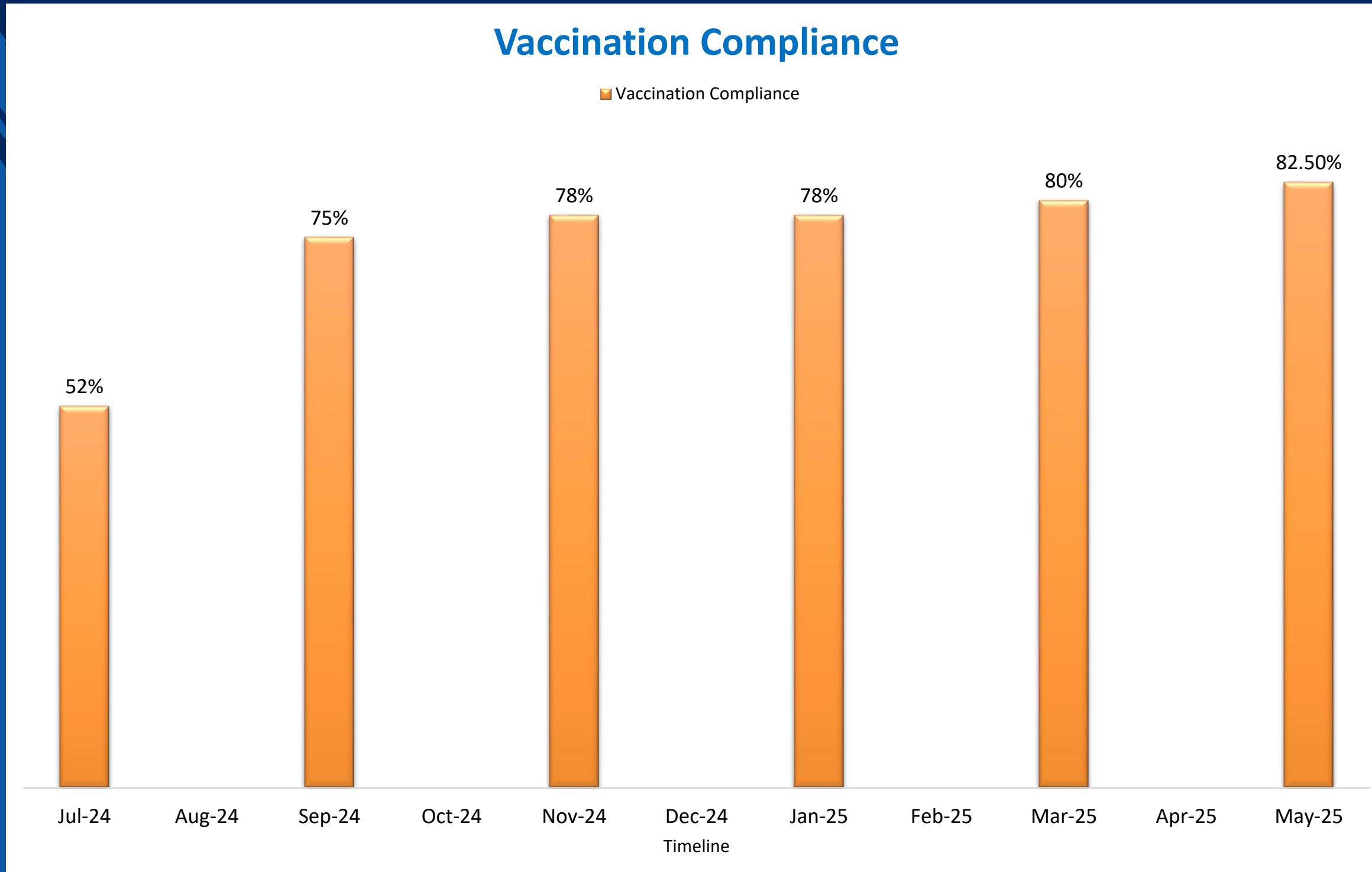


# The Result



## Vaccination Compliance

■ Vaccination Compliance





# Human Story

---

**“WE AGREED BECAUSE SOMEONE  
FINALLY TOOK THE TIME TO EXPLAIN  
IT IN OUR LANGUAGE”**





# Key Lessons



**TAILOR THE MESSAGE**

01



**BUILD TRUST**

02



**SMALL CHANGES  
YIELD BIG IMPACT**

03



**THE LESSONS**



# Conclusion



**LISTENING  
EDUCATING  
ENGAGING**



**Driving change locally,  
one conversation at a  
time**





**Where can you close the gap in your role?**



MonashHealth Dandenong Hospital

# Acknowledgement

- Dr. Christopher Robson, Infection Prevention Medical Advisor
- Dandenong Support Services Team
- Rebecca McNamara, Infection Prevention Dandenong Site Lead, Monash Health
- Monash Health Infection Prevention team
- Prof. Rhonda Stuart, Director of Public Health and Infection Prevention, Monash Health, VIC



**Thank you!**