

# Proving your Vaccination Status

## Proving your Vaccination Status in the Community

When you're out and about, you may find that you will be asked to provide proof of your vaccination status to enter certain venues or attend events.

There are a few ways that you can provide this.

### 1. DOWNLOAD YOUR COVID-19 VACCINATION CERTIFICATE

1. Create a [myGov](#) account if you don't have one.
2. Link your Medicare or Individual Healthcare Identifier (IHI) linked to your [myGov](#) account.
3. Download your COVID-19 digital certificate from your Medicare online account through [myGov](#) when you have had both doses of any COVID-19 vaccine.

You may need to wait for your digital certificate; it can take up to 10 days for your vaccination to be uploaded.

### 2. ADD YOUR COVID-19 DIGITAL CERTIFICATE TO THE SERVICE VICTORIA APP

To add your COVID-19 digital certificate to the Service Victoria app, you'll need to be fully vaccinated against COVID-19 and have the latest version of the app installed. You'll also need either:

- A Medicare online account or Individual Healthcare Identifier (IHI) linked to your [myGov](#) account.

**OR**

- The latest version of the Express Plus Medicare app installed
- You can add your COVID-19 digital certificate from the Service Victoria app from the Medicare Express Plus app or your myGov account. The easiest way is through the Express Plus Medicare app.

If you're using an iPhone or Apple device, you can use either Safari or Chrome browsers. If you're using an Android device, you'll need to use the Chrome browser.

### ADD THROUGH MEDICARE EXPRESS PLUS APP

1. Make sure you have the Express Plus Medicare app. You can download it from the [App store](#) or [Google Play store](#).
2. Update your Service Victoria app at the [App store](#) or [Google Play store](#)
3. Open the Express Plus Medicare app.
4. Tap 'Proof of vaccinations'
5. Tap 'View history'
6. Tap 'Share with check in app.'
7. You'll see a list of apps that you can share your certificate to. Tap 'share' next to Service Victoria.
8. Read the conditions and then tap 'Accept and share.'
9. Tap 'Add certificate.'
10. If you see a screen which says 'Show your COVID-19 digital certificate' with an orange button at the bottom which says 'Add certificate via myGov' tap 'Close' in the top left corner.
11. Your COVID-19 digital certificate is now added to your Service Victoria app and linked to the QR code check-in function.

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## ADD THROUGH MYGOV ACCOUNT

1. Update your Service Victoria app at the App store or Google Play store.
2. Open the Service Victoria app and click 'Add certificate via myGov'
3. Scroll to 'proof of COVID-19 vaccination' and tap 'Go to Medicare'
4. Tap 'share with check-in app'.
5. Tap 'Service Victoria.'
6. Once you've read the conditions, tap 'accept and share.' You'll see the message: 'Sending certificate.'
7. Once you see your COVID-19 digital certificate, tap 'add certificate.'
8. Your COVID-19 digital certificate is now added to your Service Victoria app and linked to the QR code check-in function.

## FAQS:

### WHAT IF I DON'T HAVE MEDICARE?

If you don't have a Medicare card, you can still add your COVID-19 digital certificate to your Service Victoria app using your Individual Healthcare Identifier (IHI). If you don't have one, find out how to get an IHI

### WHAT IF I DON'T HAVE A SMARTPHONE?

You can call Services Australia on 1800 653 809 and ask them to send your Immunisation History Statement to you. It can take up to 14 days to arrive in the post. You can also print your digital certificate available on myGov at home.

### WHAT IF I HAVE AN EXEMPTION?

If you have a medical exemption, you may enter premises open only for fully vaccinated people. You must show evidence of this medical exemption to the venue – such as a medical certificate or letter from a CHO-approved medical practitioner. The document must be from an authorised medical practitioner. The document must be dated and is valid for a period the medical practitioner specifies, or for six months from the date of issue.

### WILL BUSINESSES BE ABLE TO COLLECT MY INFORMATION?

Venues may ask to see proof that you've checked in and proof of vaccination. When you show them your check-in confirmation screen, they'll see your vaccination status if you've linked your COVID-19 digital certificate to the Service Victoria App. The app shows them a green tick to show you've checked in and the words 'valid certificate'. Businesses can't keep or store this information.

### I NEED MORE HELP, WHO CAN I ASK?

For more information on getting proof of your vaccination, including help getting your COVID-19 digital certificate or immunisation history statement, visit [Services Australia](#).