Proof of COVID-19 vaccination
Guide for community groups

About this guide

COVID-19 digital certificates are now available to show proof of COVID-19 vaccination. Showing a COVID-19 digital certificate when you check in to a business or venue means they can open to a greater number of patrons and serve more customers, while helping everyone stay COVIDSafe.

This guide can help you and your community to access proof of vaccination. For more information and advice visit coronavirus.vic.gov.au/vaxproof

Types of proof of vaccination

There are two types of proof available. Both are free.

- A COVID-19 digital certificate, which shows you have received both doses of a COVID-19 vaccine.

- An immunisation history statement, which lists COVID-19 vaccinations and all other vaccinations.

It can take up to 10 days for information to be uploaded to the Australian Immunisation Register (AIR) after each dose of a COVID-19 vaccine.

How to access proof of vaccination

Proof of vaccination can be accessed online through MyGov or the Express Plus Medicare app, linked to a Medicare account or an Individual Healthcare Identifier (IHI). Find the easiest way to access proof of vaccination for your situation by using the online tool developed by Services Australia.

People who don't have a smartphone	• Call Services Australia on 1800 653 809 and ask for a printed Immunisation History Statement. It can take up to 14 days to arrive in the post. • Log into MyGov to download and print a COVID-19 digital certificate from a linked Medicare account or IHI.
Veterans	• DVA gold card holders with a Medicare number can access proof through a Medicare online account connected MyGov or the Express Plus Medicare app. • DVA gold card holders without a Medicare number can access proof through My Health Record linked to a MyGov account. • For more information visit the Services Australia website.
People who don't have Medicare	• An Individual Healthcare Identifier (IHI) is required to access proof of COVID-19 vaccination online. For more information visit the Services Australia website.
Medical exemptions	• People who have a medical exemption from COVID-19 vaccination may enter premises open only for fully vaccinated people. Evidence of a medical exemption from an approved medical practitioner must be shown. For more information visit coronavirus.vic.gov.au.

People with a smartphone who need support	• View step-by-step instructions on coronavirus.vic.gov.au about how to access proof of vaccination. • Watch the how-to video by Service Victoria to see how to add proof of vaccination to the Service Victoria app.

Adding a COVID-19 digital certificate to the Service Victoria app

The Service Victoria app is the easiest way to check-in and show vaccination status at a shop or venue. To add a COVID-19 digital certificate to the Service Victoria app, you or the person you are supporting will need:

- to be fully vaccinated against COVID-19

- the latest version of the Service Victoria app on their smartphone

- a myGov account linked to your Medicare online account or Individual Healthcare Identifier (IHI), or the latest version of the Medicare Express Plus app installed on their phone.

Learn more on the Service Victoria website.

FAQs

For up-to-date answers to frequently asked questions visit coronavirus.vic.gov.au.

Videos and additional resources

- How to add your COVID-19 digital certificate to Service Victoria app through myGov (Video) – Service Victoria

- Proof of vaccination resources for community groups – Services Australia

- Proof of your COVID-19 vaccinations (Video) – Services Australia

- Proof of your COVID-19 vaccinations – Auslan (Video) – Services Australia

- How to get your Coronavirus vaccination record – Easy English (PDF) – Scope