



Getting proof of COVID-19 vaccinations – Frequently Asked Questions

How do I access proof of my COVID-19 vaccinations?

The quickest and easiest way to get proof of your COVID-19 vaccinations is using your Medicare online account through [myGov](#) or the Express Plus Medicare app.

You can use either your COVID-19 digital certificate, or your immunisation history statement as proof of your COVID-19 vaccinations.

The steps you need to take to get proof will depend on your situation. Services Australia has a tool on their website to help you here: servicesaustralia.gov.au/covidvaccineproof

How do I get proof of my vaccinations if I'm not eligible for Medicare?

Your vaccination provider will add any COVID-19 vaccinations you get in Australia to the Australian Immunisation Register, even if you're not eligible for Medicare.

To get proof of your vaccinations, you need an Individual Healthcare Identifier (IHI).

You can get an IHI online through [myGov](#). Go to myGov, sign in and select 'services' or 'link your first service'. Then select 'Individual Healthcare Identifiers service' and follow the prompts.

How do I get proof if I can't go online?

If you can't get proof online, you can call the Australian Immunisation Register on 1800 653 809 and ask for a copy of your COVID-19 digital certificate or immunisation history statement to be mailed to you. It can take up to 14 days to arrive in the post.

You can also ask your vaccination provider to print a copy for you, or visit a Services Australia service centre.

Is it free to get proof of my COVID-19 vaccinations?

Yes – we'll never ask you to pay to get proof of your COVID-19 vaccinations.

You can get proof online, or ask for a physical copy from your vaccination provider or Services Australia. Find out more information about getting proof on the Services Australia website: servicesaustralia.gov.au/covidvaccineproof

How do I add my certificate to Apple Wallet or Google Pay?

You can add your COVID-19 digital certificate to your Apple Wallet or Google Pay using either your Medicare app, or your Medicare online account through [myGov](#). Services Australia has information on their website to help you do this here: servicesaustralia.gov.au/covidvaccineproof

How do I set up a myGov account?

It's easy to create a myGov account, all you need is an email address.

Go to my.gov.au and follow the prompts to get started.

Services Australia also has a guide to help you do this here: servicesaustralia.gov.au/mygovguides

How do I link Medicare to myGov?

Services Australia have guides on their website to help you link Medicare to myGov: servicesaustralia.gov.au/medicareguides

If you're having trouble linking Medicare, you can find information about why you may not be able to link, and how to troubleshoot here: servicesaustralia.gov.au/medicaretomygovlinkingfix

Can I access my child's immunisation history statement or COVID-19 digital certificate?

If your child is aged 12 or 13, you can access their immunisation history statement or COVID-19 digital certificate online through myGov or the Express Plus Medicare app.

Watch Services Australia's video to find out how: https://youtu.be/urFivP_b48g

Anyone aged 14 and older needs to access their own proof of vaccinations. If your child is 14 or older, you won't be able to view their immunisation history statement or COVID-19 digital certificate online.

Watch Services Australia's video to learn more: <https://youtu.be/5fESmWr0ONM>

Can I get proof of an exemption from COVID-19 vaccinations?

If you haven't already, speak to a health professional (like your GP) about medical exemptions from COVID-19 vaccines.

Your doctor will assess if there is a medical basis to give you a vaccination exemption, and can tell you if they're authorised to record it on the Australian Immunisation Register. Exemptions will display on your immunisation history statement.

I received COVID-19 vaccinations overseas. How can I get proof?

The Therapeutic Goods Administration (TGA) and the Department of Health decide which COVID-19 vaccines are recognised in Australia.

If you've had recognised vaccinations overseas, you can ask a registered vaccination provider in Australia to record them on the Australian Immunisation Register. Once they've been added, you'll be able to get your COVID-19 digital certificate or immunisation history statement.

You'll need documents translated in English that show what vaccinations you've had.

Learn more: servicesaustralia.gov.au/covidvaccineproof

Why is my immunisation history statement missing information?

It can take up to 10 days for your vaccination provider to add your COVID-19 vaccination to the Australian Immunisation Register (AIR).

If your immunisation history statement isn't updated after 10 days, you should speak to your vaccination provider to confirm they've updated your record. This might be your GP, a pharmacy, or a vaccination hub.

Remember, the AIR was established in 1996, so your immunisation history statement won't include any immunisations you had before then.

Learn more: servicesaustralia.gov.au/covidvaccineproof

Can I get a printed version of my certificate?

You can access a print-friendly version of your COVID-19 digital certificate online through myGov.

You can ask for a certificate to be posted to you by calling the Australian Immunisation Register on 1800 653 803. It can take up to 14 days to arrive in the post.

You can also ask your vaccination provider or a Services Australia service centre to print a copy for you.

For more information on accessing proof, visit: servicesaustralia.gov.au/covidvaccineproof

Can I use My Health Record to get proof of my vaccinations?

You can use My Health Record to access your COVID-19 digital certificate or immunisation history statement. Learn more about getting proof using My Health Record on their website: <https://www.digitalhealth.gov.au/mhr-proof-of-vaccinations>

Can I get a COVID-19 digital certificate if I've had mixed doses of COVID-19 vaccines

Yes – if you've had mixed doses of recognised vaccines, you can get a COVID-19 digital certificate.

Why don't some of the vaccines I had as a child show up on my immunisation history statement?

The Australian Immunisation Register (AIR) was established in 1996, so your immunisation history statement won't include any immunisations you've had before then.

It was made mandatory this year (2021) for vaccination providers to report flu vaccinations to the AIR. Any flu vaccinations you had prior to 1 March 2021 may not show on your immunisation history statement.

What is the Australian Immunisation Register?

The Australian Immunisation Register (AIR) is a national register managed by Services Australia that records all vaccines given to people in Australia. This includes vaccines given under the National Immunisation Program, through schools, or privately – like the flu shot. If you're enrolled in Medicare, you'll already be on the AIR.

Is my personal information on the Australian Immunisation Register safe?

Services Australia has contemporary cybersecurity in place to protect people's personal information.

The AIR adheres to the *Australian Immunisation Register Act 2015*, the *Privacy Act 1988* and Services Australia's privacy policy which regulates the handling and disclosure of medical information for individuals, including immunisation information. You can read more about this here: servicesaustralia.gov.au/privacy

How do I report fraudulent or fake certificates?

If you suspect someone may be creating fake COVID-19 digital certificates or immunisation history statements, you should report it. You can do this by calling Services Australia's Fraud Tip-off Line on 131 524, or online here: servicesaustralia.gov.au/fraud

I think I've received a scam message, what should I do?

If you think you may have been scammed and have concerns about the security of your Services Australia accounts, you can call Services Australia's dedicated Scams and Identity Theft Helpdesk on 1800 941 126 for information, help and advice.

You can also report scams to Scamwatch via their website: scamwatch.gov.au

Where can I go to get help?

If you need help getting proof of your COVID-19 vaccinations, you can find more information on Services Australia's website: servicesaustralia.gov.au/covidvaccineproof

You can also ask a question on Service Australia's Facebook page, or on Twitter @ServicesGovAU

If you need help with myGov, you can ask them a question on Twitter @myGovau