***This document has been collated by Western Health to provide troubleshooting ideas that may assist individuals locating COVID-19 vaccination evidence.***

**Proof of vaccination**

Proof of vaccination is available in 2 ways;

1. COVID-19 digital certificate
2. Immunisation history statement.

A **COVID-19 Digital Certificate** will be issued when all required COVID-19 vaccinations have been received. Whereas if 1 dose has been received, this will only appear on the individuals **Immunisation History Statement**

To access proof of vaccination, an individual can download a copy by accessing their myGov account.

*For further assistance:* [Getting help during coronavirus (COVID-19) - How to get proof - Services Australia](https://www.servicesaustralia.gov.au/individuals/subjects/getting-help-during-coronavirus-covid-19/covid-19-vaccinations/how-get-proof)

**Missing Vaccination Certificate or Immunisation Statement**

Individuals ***eligible for Medicare*** must ensure they have completed the following:

|  |  |
| --- | --- |
| **Steps Required** | **Further Assistance (via Services Australia website)** |
| Enrolled in Medicare | [How to enrol and get started in Medicare - Enrolling in Medicare - Services Australia](https://www.servicesaustralia.gov.au/individuals/subjects/how-enrol-and-get-started-medicare/enrolling-medicare) |
| Created a myGov account | [myGov help - Create a myGov account - Services Australia](https://www.servicesaustralia.gov.au/individuals/online-help/create-mygov-account) |
| Linked Medicare with myGov account | [myGov help - Link a service using an existing online account - Services Australia](https://www.servicesaustralia.gov.au/individuals/online-help/link-service-mygov-using-existing-online-account) |

If all of the above have been completed and the vaccination certificate or immunisation statement is still missing, please contact the please contact the Department of Health vaccination line on **1800 675 398** or complete the online form: <https://www.coronavirus.vic.gov.au/missing-immunisation-history>

Individuals ***not eligible for Medicare*** must ensure they have completed the following:

|  |  |
| --- | --- |
| **Steps Required** | **Further Assistance (via Services Australia website)** |
| Apply for an IHI  | [Individual Healthcare Identifiers - How to get an IHI - Services Australia](https://www.servicesaustralia.gov.au/individuals/services/medicare/individual-healthcare-identifiers/how-get-ihi) |
| Linked IHI with myGov account | [myGov help - Link a service using an existing online account - Services Australia](https://www.servicesaustralia.gov.au/individuals/online-help/link-service-mygov-using-existing-online-account) |

If the IHI has been created ***after*** the vaccination occurred, the individual must contact the Australian Immunisation Register (AIR) on 1800 653 809 and request that their vaccination details are linked to the IHI account.

An individual must ensure they provide all information to the AIR consultant, including if they used a different name to register for their vaccination or have moved residential address (as that is the details that will be on the AIR records). The AIR consultant will be required to merge the 2 records which can take up to 10 days. This step can only be completed by the Services Australia AIR team.

**Incorrect COVID-19 vaccination details**

If vaccination details appear incorrect and the vaccination was provided at a state run vaccination hub, the individual can contact the Department of Health vaccination line on 1800 675 398 or complete the online form: <https://www.coronavirus.vic.gov.au/missing-immunisation-history>

If the vaccination was provided at a GP, Pharmacy or interstate, these enquires must be directed back to the vaccination provider to ensure the details are corrected and updated.

**Overseas Vaccinations**

Vaccinations approved for use in Australia can be added to an individual’s AIR. These can be added by a recognised vaccination provider. The documents must show the dates each dose was received and they must be translated in English.

If an individual has received a vaccine overseas that isn’t approved for use in Australia, this cannot be added to AIR. More information is available on the Services Australia website: [Getting help during coronavirus (COVID-19) - Help adding overseas vaccinations - Services Australia](https://www.servicesaustralia.gov.au/individuals/subjects/getting-help-during-coronavirus-covid-19/covid-19-vaccinations/how-get-help-proof/help-adding-overseas-vaccinations).

The Australian Government has announced the introduction of upcoming internationally recognised International COVID-19 Vaccination Certificates. More details can be found here:

[International COVID-19 Vaccination Certificate](https://www.servicesaustralia.gov.au/individuals/subjects/getting-help-during-coronavirus-covid-19/covid-19-vaccinations/what-types-proof-there-are) or

[Next steps to reopen to the world | Prime Minister of Australia (pm.gov.au)](https://www.pm.gov.au/media/next-steps-reopen-world)

**Further Assistance**

**Victorian Department of Health (DH)**

If you have followed the steps outlined in this document and still have an issue, please contact the DH vaccination line on 1800 675 398 or complete the online form: <https://www.coronavirus.vic.gov.au/missing-immunisation-history>

**Services Australia (AIR)**

Please telephone the AIR team at Services Australia on 1800 653 809.