

Providing evidence of your COVID-19 vaccine

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Please note: This information may change at short notice. Please regularly monitor <https://www.servicesaustralia.gov.au/> for official updates.

You can get a COVID-19 digital certificate or a digital or printed statement of your immunisation history to show proof of your vaccination. This fact sheet provides information specific for people caring for a family member or friend.

Who needs to provide evidence of COVID-19 vaccination?

In order to engage in some community activities you must be fully vaccinated against COVID-19 or have a medical exemption. Visit the [NSW Government website](#) for more information.

Any person aged 14 years and over needs to have their own digital certificate or immunisation history statement to show proof of vaccination. It is free to access proof of your vaccination.

How do I show proof of my COVID-19 vaccination?

There are two ways to show proof of your vaccination:

- Your [COVID-19 digital certificate](#) which shows proof of only your COVID-19 vaccinations that you can add to a digital wallet.
- Your [immunisation history statement](#) which lists your COVID-19 vaccinations and all other vaccinations.

How do I access proof of my COVID-19 vaccination online?

If you have a smart device, you can get proof of your COVID-19 vaccination using your [Medicare online account](#) through [myGov](#) or the [Express Plus Medicare app](#).

- You need to ensure that you have a myGov account set up - go to [my.gov.au](#) and follow the prompts to get started. You will need an email address to set up an account.
- You will also need to link your Medicare and myGov account before the vaccine certificate can be accessed. Services Australia have a [guide](#) on their website to help you link these services

To get proof using the [‘myGov’ website](#):

1. Sign in to myGov using your username / email, and password
2. Select the *Proof of COVID-19 vaccination* quick link
3. Select your name, and then select *View immunisation history statement (PDF)* or *View COVID-19 digital certificate (PDF)*

To get proof using the [‘Express Plus Medicare’ mobile app](#):

1. Log on to the app.
2. Select *Immunisation history* from Services.
3. Select your name, and then select *View immunisation history statement (PDF)* or *View COVID-19 digital certificate (PDF)*

You can also add your COVID-19 digital certificate to your Service NSW app, this may make it easier for you to provide proof when 'checking in' to places in the community:

1. Update your Service NSW app to the latest version
2. Log into MyGov, go to the Medicare section and view your immunisation history
3. Tap the 'Share with check-in app' button and select Service NSW

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

For those unable to find the certificate online or via the app, an immunisation history statement can be requested from your vaccine provider or the [Australian Immunisation Register](#) on **1800 653 809** (Monday to Friday 8 am to 5 pm). Request that a copy of your COVID-19 digital certificate or immunisation history be mailed to you. It may take up to 14 days for your statement to arrive.

When can I access my certificate?

Once you have received your second dose of a COVID-19 vaccine, your vaccine provider has 10 business days to report your vaccination to the Australian Immunisation Register. You should expect that your certificate is available within 10 days of your second dose of the COVID-19 vaccine.

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

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

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.

How do I prove medical exemption for the COVID-19 vaccine?

If you're unable to be vaccinated for COVID-19 because of a medical reason which has been approved by an authorised health professional, you can get proof of your exemption.

Your doctor will need to update your record on the [Australian Immunisation Register](#) and then you can access your COVID-19 digital certificate.

Other ways to show proof of your medical exemption are:

- A downloaded or printed copy of your COVID-19 digital certificate or immunisation history statement
- A NSW Health medical contraindication form completed by a registered medical practitioner
- A medical clearance notice issued by NSW Health

To report challenges obtaining a COVID-19 digital certificate, please advise the Carers NSW Policy team on 02 9280 4744 or at policy@carersnsw.org.au.