

CHECKING VACCINATION STATUS

Vaccination status can be checked by viewing:

- **COVID-19 digital certificate using the Service Victoria app**
- **COVID-19 digital certificate in a smart phone wallet**
- **Printed copy of COVID-19 digital certificate or immunisation history statement**
- **Australian Immunisation Register certificate**

WHAT YOU WILL SEE

If someone is using the Service Victoria app, you will see:

- **a green tick to show they've checked in**
- **a white tick on a green background to show vaccination status**
- **'Valid certificate'**

The check-in screen has orange holograms that move, so you know it's a real certificate.

The COVID-19 vaccination certificate has a hologram of the Australian Coat of Arms, so you know it's not fake.

You will also see the actual date and time counting-up in seconds, also proof that the certificate is real.

When a customer checks in with the Service Victoria app, the check-in details and vaccination status is not kept or stored by the business or venue.

If the COVID-19 digital certificate has not been added to the app you will see:

- **their name**
- **a question mark in a red circle**
- **'No certificate'**

MEDICAL EXEMPTIONS

There are now specific requirements in place to verify a medical exemption. Individuals must have:

- **a certificate from the Australian immunisation register.**
- **People with a current exemption letter from their doctor will need to return to their doctor so a form can be submitted on their behalf before 12 November.**

WHAT YOU CAN DO

You may ask to see a customer's proof of vaccination.

You may also ask to see another form of identification to confirm the identity on their COVID-19 digital certificate.

If someone does not comply with your requests, you may refuse entry or ask them to leave.

If the situation escalates, you can call the police.

COVID CHECK-IN MARSHALL

Must take reasonable steps to ensure that only people who are fully vaccinated, or those who have a vaccine medical exemption signed by their doctor, enter their venues.