

# TIPS FOR **TALKING** TO **CUSTOMERS**

## Proof of vaccination status

### **THE RULE**

**All customers and visitors to the premises aged 18 years and over must provide proof of vaccination status before entry.**

**Encourage customers by saying:**

- There are four ways you can show proof of COVID-19 vaccination to gain entry to businesses and venues in Victoria.
  - **COVID-19 digital certificate via the Service Victoria app**
  - **COVID-19 digital certificate saved to a smartphone wallet**
  - **Printed copy of COVID-19 digital certificate**
  - **Printed copy of immunisation history statement**
- If you're having trouble getting the app, you can access support for the Express Plus Medicare app, Medicare online or myGov by calling 132 307 Mon–Fri: 7am–10pm, Sat & Sun: 10am–5pm. For help with accessing your COVID-19 Digital Certificate or Immunisation History Statement, phone 1800 653 809 Mon–Fri between 8am and 5pm.
- Please check-in using the Service Victoria QR code. It only takes a few moments and helps to prevent the spread of COVID-19.
- You can upload your COVID-19 Digital Certificate to the Service Victoria app by following the instructions on this flyer.
- If you do not have a smartphone, the Australian Immunisation Register can issue you with a printed copy of your certificate. You can also download and print a copy of your COVID-19 vaccination certificate or immunisation history statement from myGov.

## Medical exemptions

### THE RULE

**If customers or visitors have a medical exemption, they may enter the premises.**

**Encourage customers by saying:**

- Please show evidence of your medical exemption to business — if your valid exemption has been uploaded to your Immunisation history statement you will be able to download a COVID-19 digital certificate and add it to your Service Victoria app. Alternatively you can download your certificate to your smartphone. If you don't have access to a smartphone, you can print your COVID-19 digital certificate from myGov.

## No smartphone

### THE RULE

**Proof of vaccination must be shown prior to entering the venue and there are three alternative ways to show proof that do not require a smartphone.**

**Encourage customers by saying:**

- If you don't have a smartphone, you can access your immunisation history statement for free from your Medicare online account through myGov. You can then print this out and carry around with you to show proof of vaccination.
- Printed copy of COVID-19 digital certificate.
- Alternatively, you can call the Australian Immunisation Register on 1800 653 809 and ask that they send your statement. It can take up to 14 days to arrive in the post.

## Privacy and data concerns

### THE RULE

**The Victorian Government does not have access to any data linked to a person's Medicare account, such as information about non-COVID vaccinations. Only the phone user has access to a COVID-19 digital certificate stored on the app.**

**Encourage customers by saying:**

- Your privacy and data is safe in the Service Victoria app, only you can see the COVID-19 digital certificate stored on the app.
- We can assure you the Victorian Government does not have access to any certificates or data stored on the app, or your Medicare account.

## Refusing entry

### THE RULE

**A venue has the right to refuse entry to someone who cannot or will not show proof of vaccination. Legal protections are in place. Patrons and visitors that visit participating businesses and organisations must prove their vaccination or exemption status to enter a venue.**

**Encourage customers by saying:**

- I cannot let you enter our venue unless you show us your vaccination status or your exemption.
- We do have the right to refuse your entry if you cannot or will not show us proof of your vaccinations. If you are unable to do this, unfortunately we are going to have to ask you to leave our venue.

## Aggressive customers

### THE RULE

**A venue has the right to refuse entry to someone who cannot or will not show proof of vaccination. Legal protections are in place.**

**Encourage customers by saying:**

- We do have the right to refuse your entry if you cannot or will not show us proof of your vaccinations. Please respect our staff. We will need to call security and Victoria Police if you do not leave our venue.