



Having trouble uploading or accessing your vaccination certificate..... You are not alone. Where can you find help.

There are various ways you can show COVID-19 proof of vaccination to gain entry to businesses and venues in Victoria.

1. COVID-19 digital certificate via the Service Victoria app:

Find out how to get your COVID-19 vaccination certificate, update it if it's incorrect, and show you are vaccinated even if you don't have a Medicare card. This site provides information on how to include your family

- Instructions on this page have been provided in various other languages
- <https://www.coronavirus.vic.gov.au/get-your-covid-19-digital-certificate>

2. COVID-19 digital certificate saved to a smartphone wallet:

Use your COVID-19 digital certificate to show proof of your COVID-19 vaccinations when in Australia. You can also add it to your digital wallet. These sites provide instructions on how and where to save your certifications on your electronic devices.

- <https://www.servicesaustralia.gov.au/individuals/subjects/getting-help-during-coronavirus-covid-19/covid-19-vaccinations/what-types-proof-there-are/covid-19-digital-certificate-proof>
- <https://www.servicesaustralia.gov.au/individuals/subjects/getting-help-during-coronavirus-covid-19/covid-19-vaccinations/how-get-help-proof/help-storing-and-updating-your-proof-your-device>

Getting proof of your COVID-19 vaccinations online



Printed copy of COVID-19 digital certificate

There is a step by step help system on this site that prompts you.

This information is available in different languages – use the dropdown box to change to the language need.

<https://www.servicesaustralia.gov.au/individuals/subjects/getting-help-during-coronavirus-covid-19/covid-19-vaccinations/how-get-proof>

3. Proof of vaccination if you don't have a smartphone:

If you do not have access to a smartphone, you can print your COVID-19 digital certificate or immunisation history statement from your myGov account. No printer? You can ask your GP, Pharmacy or community centre to print for you. Call 1800 653 809 if you require further assistance or see next section.

- <https://www.coronavirus.vic.gov.au/get-your-covid-19-digital-certificate>



Are you still a bit lost?

There are face to face sessions available as part of Vaccination Helpers Program in the following locations:

No appointments needed at either location –

What to bring with you:

- Your email account.
- Medicare Card
- Mb device less than 6 years old.

Wellington Shire Vaccine Helpers program:

Check Wellington Shire Facebook page for updates. Times and locations

<https://www.facebook.com/wellingtonshirecouncil>



Council staff can help you book your Covid-19 vaccine or access your vaccination certificate

Location	Mon	Tues	Wed	Thurs	Fri
Maffra library	3pm - 5pm			3pm - 5pm	
Yarram Customer Service Centre	3pm - 5pm				11am - 2pm
Sale Customer Service Centre	2pm - 4pm	2pm - 4pm		2pm - 4pm	2pm - 4pm
Heyfield library			2pm - 4pm		
Rosedale library					3pm - 5pm
Stratford library			10.30am - 12.30pm		

Weekly between 6 Dec 2021 - 31 Mar 2022.



Library staff will be available at the entry point at each branch to help people who wish to be vaccinated book a place at their preferred Covid-19 vaccination clinic. Times and dates are subject to change depending on demand.

Latrobe Shire Vaccine Helpers Program - Face to face assistance is available at

Community Libraries	
<p>Traralgon 34-38 Kay St, Ph 51 763300 Monday to Friday 8:30am – 5:15pm Saturday 9am – 12pm</p> <p>Morwell 63-65 Elgin St, Ph 51 286131 Monday to Friday 8:30am to 5:15pm Saturday 9am - 12pm</p>	<p>Moe 1-29 George St, Ph 51 358500 Monday to Friday 08:30am to 5:15pm Saturday 9am - 12pm</p> <p>Churchill 9-11 Philip Parade, Ph 51 286131 Monday – Friday 8:30am to 5:15pm Closed 12pm to 1pm</p>
Community Leisure Centres and additional contacts	
<p>Morwell 45 McDonald St, Ph 51 286144</p> <p>Churchill Northways Rd & McDonald Way, Ph 51 203888</p> <p>Newborough Cnr Old Sale Rd & Southwell Ave, Ph 51 358580</p> <p>All venues 08:30am – 6pm Monday to Friday</p>	<p>Or contact Latrobe Shire Vaccination Helpers Program:</p> <p>Phone: 1300 367 700</p> <p>Facebook: https://www.facebook.com/LatrobeCity</p> <p>Web site: https://www.latrobe.vic.gov.au/</p> <p>Email: latrobe@latrobe.vic.gov.au</p>