

# TIPS FOR TALKING TO PATRONS AND PARTICIPANTS

## Tips on what to say to patrons and participants

### Proof of vaccination status

#### THE RULE:

**All visitors to the premises, including patrons and participants must provide proof of vaccination status before entry.**

#### Encourage patrons and participants by saying:

- Make sure you have the Express Plus Medicare app - you can download it from the App store or Google Play store. Update your Service Victoria app at the App store or Google Play store. Open the Express Plus Medicare app. Tap 'Immunisation history'. Click on your name. Tap 'Share certificate'. You'll see a list of apps that you can share your certificate to. Tap 'share' next to Service Victoria. Read the conditions and then tap 'Accept and share'. Tap 'Add certificate'. Your COVID-19 digital certificate is now stored in your Service Victoria app and linked to the QR code check-in function.
- If you're having trouble getting the app, you can access support for the Express Plus 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 Immunisation History Statement Phone 1800 653 809 Mon-Fri between 8am and 5pm.
- Please check-in using the Service Victoria QR Code and a staff and volunteers will check to confirm your vaccination status before entry - it only takes a few moments.
- 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 smart phone, 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 from myGov.
- We know this is new and we haven't done this before, but we're counting on you to support us so we can get back to normal.



## Density quotients

### THE RULE:

The square metre rule applies to limit the number of patrons and participants in a space in a venue.

Encourage patrons and participants by saying:

- Please wait. We have a maximum capacity limit of \*\* customers due to COVID-19 restrictions.
- Please follow the advice on the sign.

## Medical exemptions

### THE RULE:

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

Encourage patrons and participants by saying:

- Please show evidence of your medical exemption to the business – such as a medical certificate or a letter from a medical practitioner, then you may enter.

## Children

### THE RULE:

Children over 16 years must be fully vaccinated to enter venues, except those with medical exemptions. Children under 16 years do not need to be vaccinated but must be accompanied by fully vaccinated adults.

Encourage patrons and participants by saying:

- Children over 16 years must be fully vaccinated to enter, unless they have a medical exemption.
- If your child/children are under 16 years, they do not need to be vaccinated, however must be accompanied by fully vaccinated adult/s.



## Service Victoria app

### THE RULE:

**Currently only one COVID-19 digital certificate can be linked to each Service Victoria app.**

**Encourage patrons and participants by saying:**

- Currently only one COVID-19 digital certificate can be linked to each Service Victoria app, so each visitor will need to display their vaccination status on their device. Children under 16 do not need to be vaccinated if they are accompanied by fully vaccinated adults.

## No smart phone

### THE RULE:

**Proof of vaccination must be shown prior to entering the business and there are two alternative ways to show proof, that do not require a smart phone.**

**Encourage patrons and participants by saying:**

- If you don't have a smart phone, you can access your immunisations 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.
- Alternatively, you can call the Australian Immunisations Register on 1800 653 809 and ask that they send your statement. It can take up to 14 days to arrive in the post.

## Requesting additional ID

### THE RULE:

**A venue has the right to ask for additional identification alongside a COVID-19 digital certificate – if it is provided as a hard copy.**

**Encourage patrons and participants by saying:**

- Thank you for showing me your proof of vaccination status. Could you also please share an additional piece of ID including your name and a photo just so I can check that they match?



## 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 patrons and participants 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:

**An organisation 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 relevant businesses and organisations must prove their vaccination or exemption status to enter a business.**

**Encourage patrons and participants by saying:**

- I cannot let you enter our business 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 organisation.

## Aggressive patrons and participants

### THE RULE:

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

**Encourage patrons and participants 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 and volunteers. We will need to call security and Victoria Police if you do not leave our business.

