

TIPS FOR TALKING TO CUSTOMERS

Tips on what to say to customers, workers and visitors

Proof of vaccination status

THE RULE:

All visitors to the premises, including customers, workers and contractors, must provide proof of vaccination status before entry.

Encourage customers 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 member will check to confirm your vaccination status before entry - it only takes a few moments.
- Thanks for your patience - this trial will help our business work through how we can check customers vaccination status so we can open up sooner
- 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 customers/visitors in a space in a venue.

Encourage customers 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 customers by saying:

- Please show evidence of your medical exemption to venue – such as a medical certificate or a letter from a medical practitioner, then you may enter.
- Thank you for your patience – our involvement in the trials will help to work through the practical implementation of the verification process before a broader state-wide implementation.



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Children

THE RULE:

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

Encourage customers by saying:

- Children are also included in this trial and if they are over 16 years old, they must be fully vaccinated to enter, unless they have a medical exemption.
- If your child/children are under 16 years old, they do not need to be vaccinated, however must be accompanied by fully vaccinated adult/s.
- Thank you for your patience – our involvement in the trials will help to work through the practical implementation of the verification process before a broader state-wide implementation

Service Victoria app

THE RULE:

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

Encourage customers 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.
- Thank you for your patience – our involvement in the trials will help to work through the practical implementation of the verification process before a broader state-wide implementation.



No smart phone

THE RULE:

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

Encourage customers 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 customers 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?
- Thank you for your patience – our involvement in the trials will help to work through the practical implementation of the verification process before a broader state-wide implementation



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.

