

FLU IMMUNISATION STATEMENT INFORMATION FOR AGED CARE VISITORS

From 1 May 2020, all visitors to Australian residential aged care facilities must be vaccinated against influenza in order to enter. They must also present appropriate evidence of current vaccination.

This fact sheet outlines how you can obtain your Immunisation History statement straight away using your Medicare online account through myGov or the Express Plus Medicare mobile app.

Medicare online through myGov

To set up and use your Medicare online account, you need to sign in through myGov.

If you already have a Medicare online account, sign in through myGov.

If you don't have a myGov or Medicare online account, you'll need to set them up.

- To create a myGov account, go to my.gov.au and select 'Create an account' on the homepage, then follow the prompts.
- Once you have signed up for myGov, sign in to your account, select 'Services' and then 'Medicare' to register.
- You'll then need to respond to some security questions to validate your identity. It'll take about 10 minutes and you'll need your Medicare card.
- You'll know you're set up when you can see Medicare as a linked service on your myGov homepage.
- To access your statement, select 'Immunisation history' on your home screen.
- If you're the only person on your Medicare card your name will automatically display. Select your name.
- If there are two or more people on your Medicare card, select the name of the person you want to view a statement for.
- Then select 'View history statement (PDF)' and your Immunisation History statement will download.

Express Plus Medicare mobile app

Once you have your Medicare online account, you can download and use the Express Plus Medicare mobile app.

- Depending on your device, head to the App Store (Apple) or Play Store (Android) to install the app.
- Once downloaded, you'll need to set up the app using the following these steps:
 1. Select Sign in.
 2. Read and accept the Express Plus Medicare mobile app Terms of use.
 3. Enter your myGov sign in details.
 4. Create or use your myGov PIN (You'll use your myGov PIN every time you sign in).
- Once signed in, you can view, save, send and print an Immunisation History statement.
- To access your statement, select 'Immunisation' on your home screen.
- If you're the only person on your Medicare card your name will automatically display. Select your name.
- If there are two or more people on your Medicare card, select the name of the person you want to view a statement for.
- Read the Immunisation Statement declaration. If you accept, select Accept. The Immunisation History statement will display.

Need help?

You can access online help guides at www.servicessaustralia.gov.au/individuals/online-help. Telephone support is also available 24/7 through the Medicare general enquiries line on **132 011**.

If you can't use Medicare online, your vaccination provider can print your immunisation statement for you. You can also call the **Australian Immunisation Register enquiries line** on **1800 653 809** and ask them to post your immunisation statement to you. It can take up to 14 days to arrive.