

Frequently Asked Questions: Digital birth certificate



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Please note: due to ongoing app development, subtle design changes may take place over time. Updates to this guide will be published on the Service Victoria website:
www.service.vic.gov.au/resources

What is the digital birth certificate?

A digital birth certificate is a digital version of a traditional paper birth certificate. You can add it to your wallet in the Service Victoria app.

A digital birth certificate holds the same legal standing as a paper certificate, so it can be used for official purposes like proving identity. You'll need the Service Victoria app to access it.

Digital certificates aren't replacing paper certificates. They're optional and free.

We recommend still getting a paper certificate as some businesses, and other interstate or international governments may not accept a digital birth certificate immediately. This will change as adoption increases.

Who can get a digital birth certificate?

Right now, digital birth certificates are only available for Victorian children born on or after 19 February 2019.

As a parent/caregiver, you can add a digital birth certificate to your Service Victoria App wallet.

Where and how do I apply for a digital birth certificate?

There are two ways to get a digital birth certificate for your child.

- when you first register your child's birth through [Births, Deaths and Marriages](#)
- later through [Service Victoria](#).

If you're getting a digital birth certificate later through Service Victoria, you'll need a paper certificate as we'll need some details from it.

If you haven't registered the birth yet, you can choose to get a digital certificate by itself without the need for a paper certificate.

Applying for a digital birth certificate with Service Victoria

To apply, your child must:

- be born on or after 19 February 2019
- already have a paper birth certificate.

We will need info from your child's paper birth certificate to add it to the app.

To get started, create a [Service Victoria account](#) and download the Service Victoria app on your device. You can download the app from:

- [Google Play](#)
- [Apple App Store](#)

To add a digital version of your child's birth certificate to your wallet, you'll need to first prove your own identity.

Once you've applied and gone through all the steps, your child's digital birth certificate should appear in your wallet within 30 minutes.

What you will need:

You will need to create a Service Victoria account: service.vic.gov.au/account

You will need a copy of your child's birth certificate, or a copy of all the info and barcodes from the front and back of the certificate.

We will also need to check your ID. You will need two of these:

- Australian passport — current or expired less than 3 years
- Australian driver licence
- Medicare card
- Australian birth certificate
- ImmiCard
- Foreign passport with valid Australian visa
- Australian citizenship certificate

If the names on your documents do not match, you must also provide:

- Australian marriage certificate, or
- Australian change of name certificate

If you have already verified your identity and saved it in a Service Victoria account, simply log in to reuse your saved identity.

(See next page)

Service Victoria issues digital birth certificates under the authority of the [Births, Deaths and Marriages Act 1996](#).

By having and using your child's digital birth certificate, you consent to Service Victoria collecting, using, sharing, and storing your personal information.

[Learn more](#) about how we use your personal information.

Do I need a paper birth certificate to get a digital version?

If you've already registered the child's birth then yes. You need to give us info that's printed on the paper certificate so we can issue a digital certificate.

If you haven't registered the child's birth yet, you can opt to get a digital certificate by itself during that process. Register a child's birth on [the Births, Deaths and Marriages website](#).

Is a digital birth certificate just as good as a traditional paper one? And where can I use it?

A digital birth certificate holds the same legal standing as a paper certificate, so it can be used for official purposes like proving identity. You'll need the Service Victoria app to access it.

It's designed to be accepted by private business and education facilities as well as local, interstate and international governments.

Digital certificates aren't replacing paper certificates. They're optional and free.

Not every organisation accepts digital birth certificates yet. Check before you use one, as you may still need a physical birth certificate for some services.

My name or other details have changed since we registered my child's birth. Can I still get a digital birth certificate?

You cannot get a digital birth certificate for your child if your name on your ID doesn't match the birth certificate. You can [apply to update your name on the certificate through Births, Deaths and Marriages](#).

Can I share a copy of the digital birth certificate?

Yes. If other people or organisations need to check that a digital birth certificate is valid, they can scan the QR code using the Service Victoria app.

If they need a record of a birth certificate, you can create and save a PDF copy of the certificate. The option to do this can be found in the Service Victoria app when looking at the certificate.

Is the PDF copy of a digital birth certificate the same as a certified copy?

No. It is a copy of details from a digital birth certificate at the time you created the PDF.

It is just for a business, or organisation if they need a record of your child's details to keep on file. This is often for admin or regulatory reasons.

Why can't I get a digital birth certificate if my child or I was born before 19 February 2019?

The Victorian birth registry is large and complex. It has information going back over 100 years. A lot of the historical data was recorded in different and inconsistent formats.

On the 19 of February 2019, the Victorian Government moved to a new and modernised system for recording births. This system is what allows us to create digital birth certificates. All births on or after that date are automatically added to the new system.

We're working to make digital certificates available for everyone.

What happens if I want to update info on my child's certificate?

If there's an error on a birth certificate, you can apply to have it corrected through [Births, Deaths and Marriages](#). They assess all corrections before making them.

If you have a digital Victorian birth certificate for your child, it'll update automatically when the changes are processed. You might need to refresh your Service Victoria app.

If I change my child's name, will I require a new birth certificate?

If you have changed your child's name through the Births, Deaths and Marriages process, it will update automatically on a digital birth certificate.

Then you can choose to get an updated paper certificate with their new name.

My child's other parent already added the digital birth certificate. Can I access it?

Yes. If you are a listed parent on the birth certificate and are legally allowed to access your child's documents, you can add a digital birth certificate.

Are our details safe?

Yes. When you use your child's birth certificate, Service Victoria gets your info from Births, Deaths and Marriages and sends it straight to your phone.

People who need to check the certificate will do a visual check or scan a unique QR code that shows them real-time information. This means it would be very hard for anyone to forge a digital birth certificate.

Because your details go straight to your phone, there's nothing on our servers to put your information at risk.

How we use your info

We do not store copies of your ID documents. We will not use your info for any other purpose unless permitted by law. You can contact us if you want to access your personal info. [Learn more about how we use your info.](#)

