

Proof of Age

Frequently Asked Questions

Digital Proof of Age



Published by Department of Government Services September 2026.

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](#).

Adding a digital Proof of Age

Get started

A digital Proof of Age is a standalone ID you can use in Victoria to prove your identity or age. To get one, you need to pass an identity check.

To apply, you must be:

- 15 years or older, and
- living in Victoria

To use your digital Proof of Age, you'll need the free Service Victoria app. You can download the app from:

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

What you will need:

We'll ask you for some documents to verify your identity. One of these must include a photo.

You'll need at least one of these:

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

And at least one of these:

- Australian driver licence or learner permit
- Australian passport (current or expired less than 3 years) — if you didn't use it as your first ID
- Medicare card

If the names on your documents don't match, you must also provide:

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

How we use your info:

To get your digital Proof of Age, you'll need a verified identity. To verify your identity, we'll need details from other identification documents and ask you to take images with your phone.

We'll use this to create a digital identity for you. We'll store some details, including your verified name, date of birth, and selfie image. We don't store copies of your ID documents. We won't use your information for any other purpose unless permitted by law.

When you use your digital Proof of Age, the people who scan it for verification will be able to see your details.

Some businesses and organisations will store your information and photo when they scan the QR code. You should only share your identification details with businesses and organisations you trust. See our [Privacy and Security Policy](#).

By creating, having and using your digital Proof of Age, you consent to Service Victoria collecting, using, sharing and storing your personal information.

About digital Proof of Age:

Service Victoria issues the digital Proof of Age through ministerial direction given under the [Service Victoria Act 2018](#).

What is the digital Proof of Age?

Digital Proof of Age is a photo ID that lives on your phone in the Service Victoria wallet. You can use it to get into licensed venues, or other places it's accepted as a proof of age or identity.

Can I get one if I'm under 18?

Yes. If you are aged 15 or over, you are eligible for a digital Proof of Age. However, if you don't have any photo ID you can't apply for a digital Proof of Age. If you are 18 and over you can still apply for a physical Proof of Age card.

How do I verify my identity?

You can only verify your identity using your phone. If you're on a computer, we'll text you a link you can open on your phone to do this step. You'll need to:

- Check that your name, date of birth, ID documents and photo are up to date
- Make sure the names on your documents match
- Verify your identity with face and document recognition
- Take a photo of your face for your card, and
- Give us permission to check your information with the official record holder

What if I don't have any photo ID?

If you don't have any photo ID to use to prove your identity, you may still be able to apply for a physical [Proof of Age card](#) if you are 18 or over.

Where do I find my Proof of Age on my phone?

In your digital wallet in the Service Victoria mobile app.

Open the app and tap the wallet icon at the bottom of your screen to view the contents.

How long does the digital Proof of Age take to get?

We'll add your digital Proof of Age to your wallet once you pass identity verification and submit the info we need.

How does someone check my digital Proof of Age?

The digital Proof of Age has a Service Victoria QR code that businesses can scan using the Service Victoria app to check it's valid.

The scanner can only view details you choose to share.

Some businesses and organisations need to store info from patron IDs and may scan your digital Proof of Age using other software. The Proof of Age lets them store these details, if you show your QR code for scanners.

Is this the same as a plastic Proof of Age card?

Digital Proof of Age works a lot like the plastic card in terms of age checks at licensed venues.

Liquor Control Victoria issues the plastic cards, while Service Victoria issues the digital Proof of Age.

The plastic Proof of Age card is a physical card for Victorians aged 18 and over.

