

How-to guide

Manage your digital Proof of Age via the Service Victoria app



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](#).

Manage your digital Proof of Age

Address update:

- You must have a valid Proof of Age to update the address
- The new address must be a Victorian address
- You can only update the address via the Service Victoria mobile app

Remove Proof of Age:

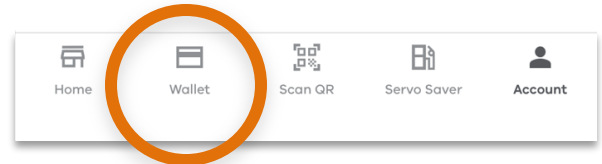
- Once the digital Proof of Age has been removed, it can't be added back to the wallet
- You'll need to apply for a new Proof of Age if you want to add it again.

Address update

Step 1

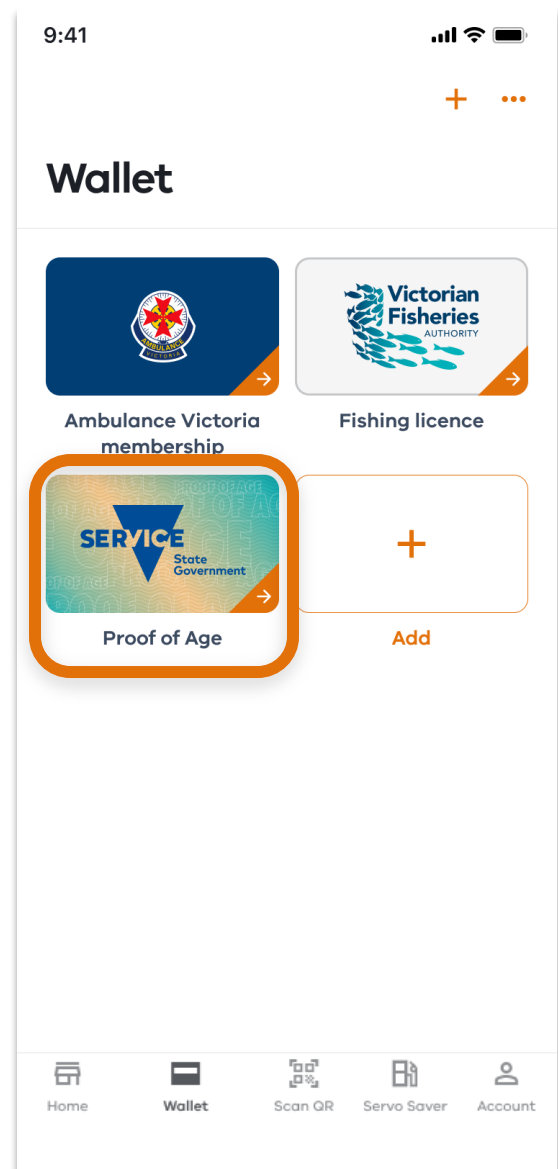
Go to the Service Victoria wallet in the mobile app or on the website. To find the wallet in the app:

- Open the mobile app
- Tap **'Wallet'** in the **navigation menu** on the bottom.



Step 2

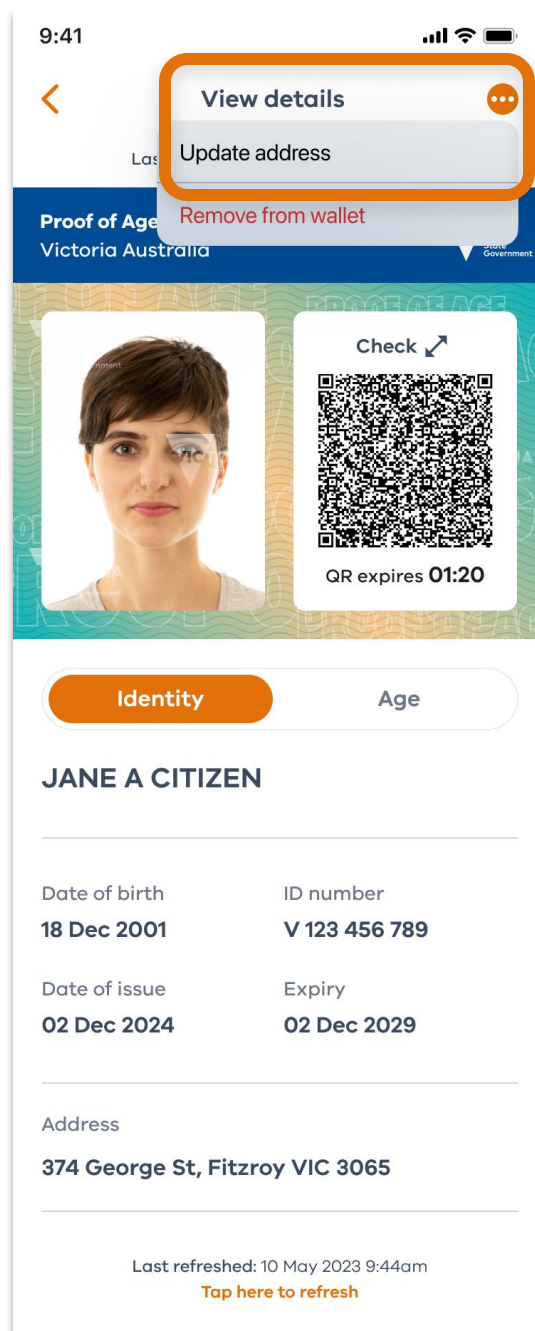
Tap on **'Proof of Age'**.



Step 3

Once the Proof of Age is open, tap the **3 dots** in the top right.

Then select '**Update address**'.



Step 4

The **'Update address'** page will open.

Enter your new address then select the **'Update'** button.

9:41 service.vic.gov.au

Update address

Update the address on your digital Proof of Age

Current address
123 Main Street, Beechworth VIC 3251

Street address

[Enter address manually](#)

This digital Proof of Age is only for Victorian residents.

Update

Cancel

▲ Update address page

9:41 service.vic.gov.au

Update address

Update the address on your digital Proof of Age

Current address
123 Main Street, Beechworth VIC 3251

Street address

123 Main Road, CHURCHABLE VIC 3311

123 Main Road, SEDDON VIC 3812

Update

Cancel

▲ Address lookup

9:41 service.vic.gov.au

Update address

Update the address on your digital Proof of Age

Current address
123 Main Street, Beechworth VIC 3251

Street address

[Enter address manually](#)

Digital Proof of Age is only for Victorian residents

Update

Cancel

▲ Address selected ready to submit

Step 5

Wait for the address to be updated, then tap **'Done'**.

9:41

Done service.vic.gov.au AA

Update address

Review your info

Previous address
Unit 18, 237 Irvington St Suburb VIC 3011

New address
Unit 18, 237 Irvington St Suburb VIC 3011

Edit

Declaration

I confirm and understand that:

- the information I've given to Service Victoria is true, complete and for the purpose of getting a digital Proof of Age
- when I let someone scan the QR code on my digital Proof of Age, they can view and store my personal info. See our [Privacy and Security Policy](#)
- it's illegal to get a digital Proof of Age using false or misleading info

☐ I acknowledge that there are legal penalties, including **fines over \$47,000 or up to 2 years in prison** for creating or using false documents

I agree

Back

▲ Address update declaration

9:41

Done account.service.vic.gov.au

Updating address

We're updating your new address.

▲ Submitted address update request.

9:41

Done service.vic.gov.au AA

Your address is being updated

In a few minutes, you'll see your new address on your digital Proof of Age:

123 Main Road, CHURCHABLE 3311

Done

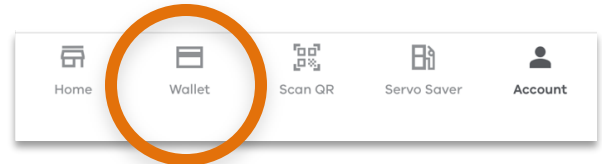
▲ Address updated

Remove card

Step 1

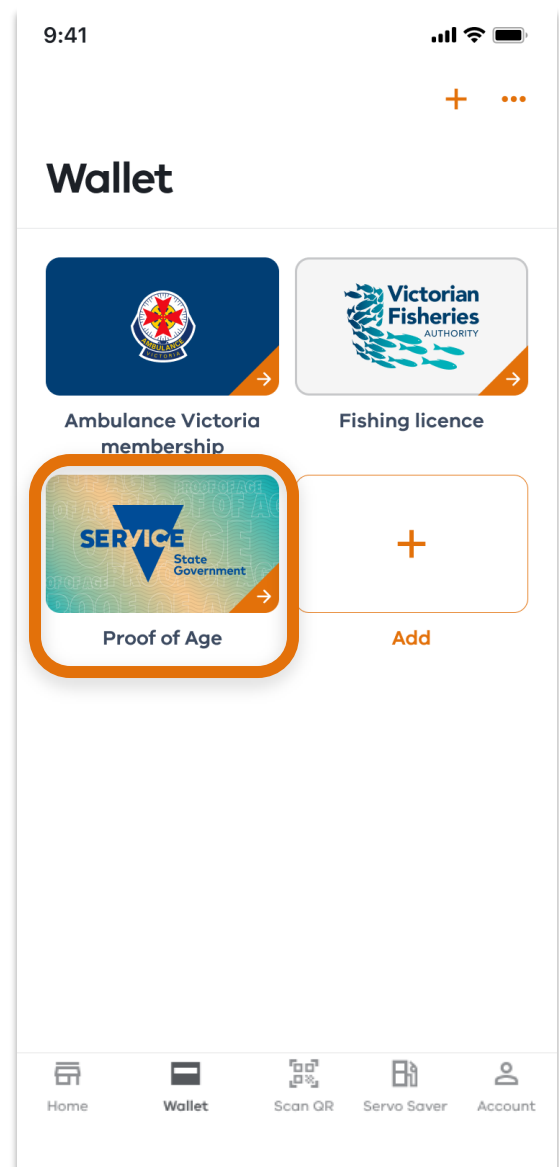
Go to the Service Victoria wallet in the mobile app or on the website. To find the wallet in the app:

- Open the mobile app
- Tap **'Wallet'** in the **navigation menu** on the bottom.



Step 2

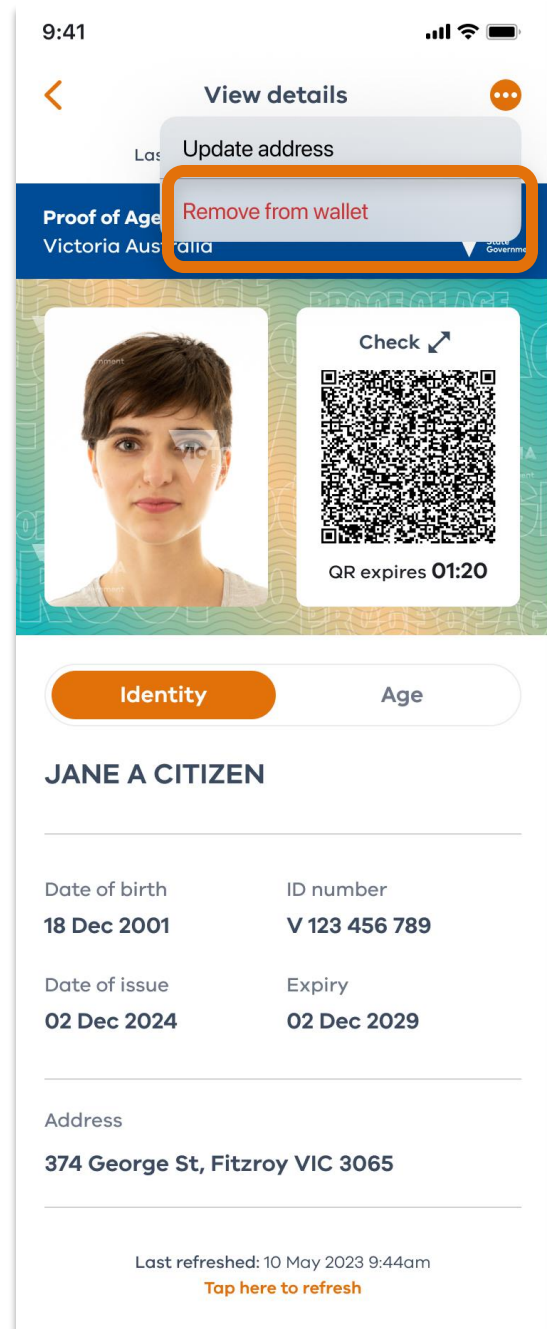
Tap on **'Proof of Age'**.



Step 3

Once the Proof of Age is open, tap the **3 dots** in the top right.

Then select '**Remove from wallet**'.

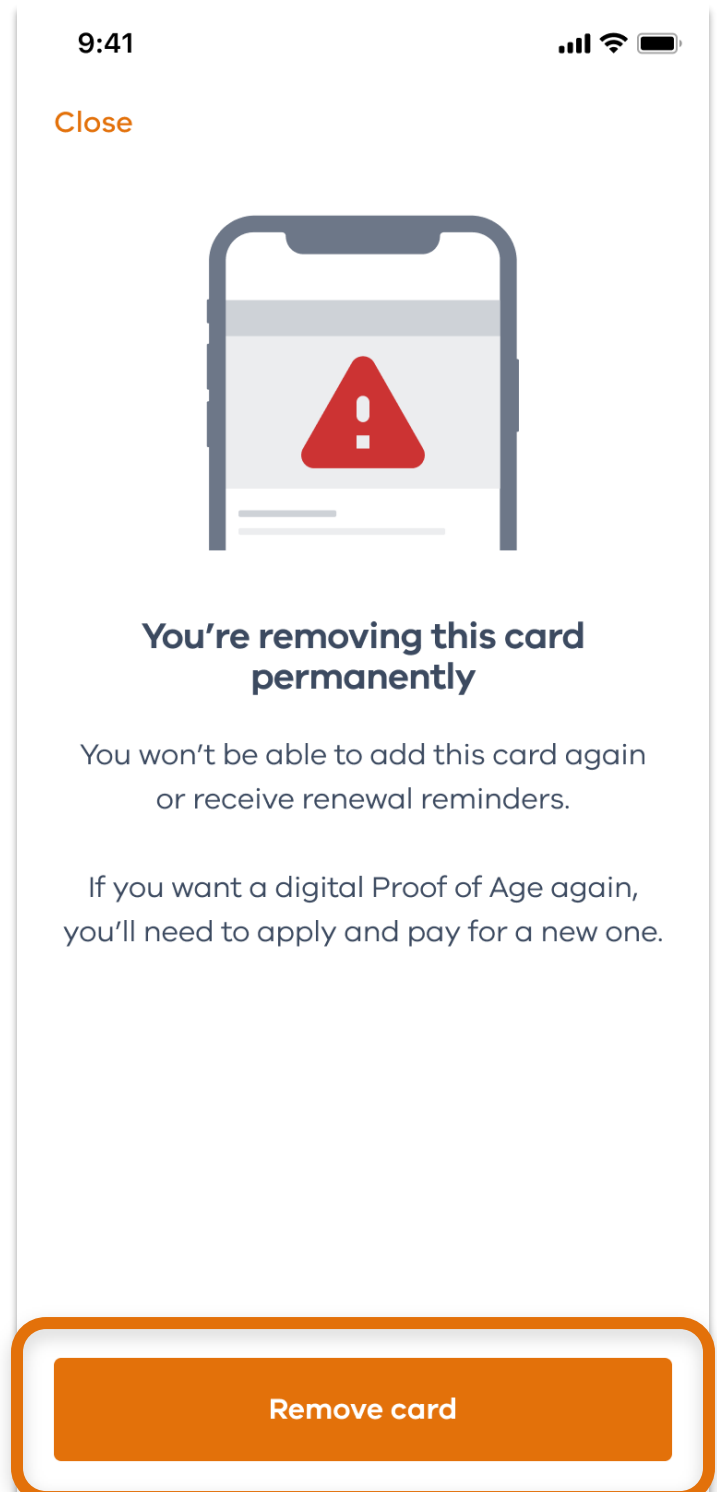


Step 4

You will see the 'You're removing this card permanently' screen.

Tap '**Remove card**' to continue.

If you don't want to remove the card permanently, tap the '**Close**' button in the top left.



Step 5

Once the card has been removed, you will be redirected back to the wallet page.

You'll see a message to confirm your Proof of Age Card has been removed.

