



FAQs

Online booking system launch

OFFICIAL

Frequently asked questions – online booking system

I live in metropolitan Melbourne – can I travel more than 25km to get a COVID-19 vaccine?

You can travel more than 25km from your home to get vaccinated if this is your nearest vaccination location.

Will more appointments be added to the online booking system?

More appointments will be added to the online booking system as more doses become available. If you have already had your first dose of COVID-19 vaccine you are encouraged to book your second dose.

Vaccination centres are only able to make appointments available when they know how many doses of vaccine they are receiving from the Australian Government. This means that appointments are only available for a couple of weeks in advance.

I've had my first dose – do I need to book to receive my second dose?

If you have already had your first dose of COVID-19 vaccine we encourage you to book your second vaccine appointment as soon as possible. You shouldn't wait to receive a reminder.

- For Pfizer COVID-19 vaccine you should get your second dose 3-6 weeks after your first dose.
- For AstraZeneca COVID-19 vaccine you should get your second dose 4-12 weeks after your first dose.

If you get your COVID-19 vaccine at a doctor's clinic (GP), GP respiratory clinic or community health service they can book you in for your second dose on the same day you get your vaccine.

You can book your second appointment at a vaccination centre by [booking online](#) or calling the hotline on [1800 675 398](tel:1800675398).

I live in regional Victoria and there are no vaccination centres near me – how can I get my COVID-19 vaccine?

If you are aged 50 years or over you can get your COVID-19 vaccine at a doctor's clinic (GP), GP respiratory clinic or community health service. To find a service near you visit [covid-vaccine.healthdirect.gov.au/eligibility](https://www.healthdirect.gov.au/eligibility).

If you are aged under 50 years you can choose to travel to a vaccination centre to receive the Pfizer vaccine, or choose to receive the AstraZeneca vaccine at a doctor's clinic (GP), GP respiratory clinic or community health service.

More vaccination centres are being opened up across Victoria to ensure everyone can get their COVID-19 vaccine.

For more information about where your nearest vaccination centre is, [click here](#).

How can people who speak a language other than English book their vaccine appointment?

People who need an interpreter to book their COVID-19 vaccine can book their appointment using the hotline. To book your COVID-19 vaccine appointment with an interpreter call [1800 675 398](tel:1800675398) and select 0.

How can people who don't have access to a device or the internet book their appointment?

You can book your appointment by calling the COVID-19 hotline on [1800 675 398](tel:1800675398). The hotline will help you find a vaccination centre near you and make your booking for you.

You can also get your COVID-19 vaccine by booking an appointment directly with a doctor, GP respiratory clinic or community health service that is offering COVID-19 vaccines.

Friends and family members are encouraged to help their loved ones book their COVID-19 vaccine.

I made a booking with the hotline – can I change it online?

You can change the date and time of your vaccination appointment online. To do this you will need to register an account using the same email address you gave the hotline when booking your original appointment.

If you want to change the location you receive your COVID-19 vaccine you will need to call the hotline on [1800 675 398](tel:1800675398).

I made my first appointment with the hotline. Can I make my second appointment online?

You can book your second appointment online. You should register an account using the same email address you gave the hotline when booking your original appointment.