



Key messages – Victorian COVID-19 vaccine online booking system

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OFFICIAL

You can now book or change a vaccination appointment at a vaccination centre through the [Victorian Government's COVID-19 vaccine online booking system](https://cvms.powerappsportals.com/) <<https://cvms.powerappsportals.com/>>.

The booking system is free and easy to use to help you book into your COVID-19 vaccine at a vaccination centre. Eligible people can use the booking system to schedule their COVID-19 vaccination. [Find out if you're eligible to get a COVID-19 vaccine](https://www.coronavirus.vic.gov.au/who-can-get-vaccinated) <<https://www.coronavirus.vic.gov.au/who-can-get-vaccinated>>.

You can use the online booking system on your phone or computer. Note, Internet Explorer is **not supported** and works best with Google Chrome or Microsoft Edge.

You will need to complete a questionnaire about your vaccination history before choosing when and where to get your vaccine.

Once you've made a booking, you will automatically receive a confirmation email with everything you need to attend your appointment.

You can also use the online booking system to change an appointment you've already made, including a booking you made by calling the Victorian Coronavirus Hotline.

To cancel an appointment, you must call the Victorian Coronavirus Hotline on [1800 675 398](tel:1800675398).

You will get a reminder to book your second vaccine dose – you will need two doses to get the best protection.

Data and privacy

We protect the privacy of your personal information. Personal information will be used only for the intended purpose. Where the intention includes confidentiality, information will be treated as such unless otherwise required by law. You can apply for access to information the department holds about you. Learn more about the [department's Privacy policy](https://www.dhhs.vic.gov.au/privacy-statement) <<https://www.dhhs.vic.gov.au/privacy-statement>>.

Options to book an appointment

If you have a pre-existing medical condition and you have concerns or questions about getting a COVID-19 vaccine, the best place to get your COVID-19 vaccine is at your GP. Your GP will be able to talk to you about your health.

To book at a participating GP, GP respiratory clinic, community health service or Aboriginal community health service you can call the service directly or use the [Australian Government Eligibility Checker](#) to find a provider near you.

Walk-ins are available at some vaccination centres. If you walk in, you should be prepared to wait until an immuniser is free to provide you with a vaccine. [Check which centres accept walk ins and their opening hours](https://www.coronavirus.vic.gov.au/vaccination-centres) <<https://www.coronavirus.vic.gov.au/vaccination-centres>>.

Learn more about [booking your vaccine appointment](https://www.coronavirus.vic.gov.au/book-your-vaccine-appointment) <<https://www.coronavirus.vic.gov.au/book-your-vaccine-appointment>>.

If you need support with booking your appointment you can call [1800 675 398](tel:1800675398). If you need an interpreter, call the Victoria Coronavirus Hotline [1800 675 398](tel:1800675398) and press 0.

Background information – if asked

About the CVMS

The COVID-19 Vaccine Management System (CVMS) supports Victoria's implementation of the Commonwealth's COVID-19 vaccination program.

The system is being used by vaccination centres to support the safe and efficient vaccination of Victorians.

Victoria is one of several states that is using Microsoft to support the vaccine rollout.

The CVMS is designed to be interoperable with Commonwealth systems.

Vaccine rollout

The Commonwealth is responsible for securing the vaccines, state by state allocations, distributions and decisions on prioritisation of high-risk and vulnerable groups.

Accessing immunisation history

Australians can access their immunisation history statement through Medicare for proof of vaccination, both digitally and in hard copy, if required.