

Digital birth certificate (child)

Frequently Asked Questions: Adding a 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.

Adding a digital birth certificate

Get started

To apply, your child must:

- be 5 years old or under
- have a Victorian state birth certificate issued after 19 February 2019

We will need info from your child's birth certificate to add it to the app. You can find this info on the original paper certificate.

You will need the Service Victoria app installed on your device. You can download the app from:

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

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.

To get your child's digital birth certificate, you will need a verified identity, which you can choose to save. To verify your identity, we will collect details from your ID documents and ask you to take images with your phone. We will also collect details from your child's birth certificate, to check against the registry at Births, Deaths and Marriages.

When you use your child's digital birth certificate, the people who scan it will be able to see your details.

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.

What is the digital birth certificate?

It is a digital version of a birth certificate that can be accessed and shared from your phone in the Service Victoria app.

What is the digital birth certificate trial?

We are testing new digital birth certificate functionality to obtain customer feedback.

To access a digital birth certificate for a child through the trial children must be 5 years old or under and have a Victorian state birth certificate issued after 19 February 2019.

Note: The digital birth certificate is not a legal form identity for purposes other than the kinder trial.

How do I get one for my child?

To be eligible for a digital birth certificate through the trial, your child must:

- be 5 years old or under
- have a Victorian state birth certificate
- have a birth certificate issued after 19 February 2019.

We will need information from your child's birth certificate to add it to the app. You can find this info on the original paper certificate.

You will also need to do an online ID check for yourself. If you already have a saved digital ID check in your Service Victoria account, you can use that. [Find out more about online ID checks](#) (level of assurance 2).

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

You need to have all the information from the front and back of the certificate, including the numbers under the barcodes.

Where can I use it?

For the trial, we are trialling digital birth certificates for kinder enrolments in Casey, Mitchell, and Wyndham shires.

Note: The digital birth certificate is not a legal form identity for purposes other than the kinder trial.

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 other people or organisations need a record of a digital birth certificate, you can create and save a PDF of the details from the certificate.

Is the PDF of a digital birth certificate 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 if a business or organisation needs a record after checking a digital birth certificate with the QR code.

Why can't I get a digital birth certificate with a paper certificate issued before 19 February 2019?

The Victorian birth registry is large and complex. It has information going back over 100+ years. We are working to make all the data accessible so that everyone can eventually get a digital certificate.

For the trial, most Victorian born kinder-aged children should be able to get 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.

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

To update the details on a birth certificate, visit [Births, Deaths and Marriages](#).

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

If you have gone through the change of name process on the Births, Deaths, and Marriage's website, and this has been completed successfully, when the change of name updates in the registry, it will update automatically on a digital birth certificate.

If a person has changed their name but not gone through the official change of name process, it will not update in the registry and it will not be reflected in the digital birth certificate.

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 legally allowed to access your child's documents, you can add a digital birth certificate.

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.](#)

[The Births, Deaths and Marriages Registration Act 1996](#) is to provide for the registration of births, deaths, marriages and changes of name in Victoria.

