COVID SAfe Check-In:
Frequently asked questions for businesses

What is the COVID SAfe Check-In?

From 1 December, a COVID SAfe Check-In feature has been added to the free mySA GOV app. Businesses with a COVID-Safe Plan will have received a new COVID-Safe Plan via email that includes a poster with a unique QR code. This should be printed off and displayed in a prominent location within the business. The poster can also be presented digitally such as on a tablet.

When people arrive at a venue or business, they can check in by scanning the QR code using their smart phone through the mySA GOV app.

Why is this being implemented?

The QR code contact tracing system through the mySA GOV app is being implemented to enhance SA Health's contact tracing and to keep the South Australian community safe.

If someone in South Australia tests positive to COVID-19, the COVID SAfe Check-In will enable SA Health to quickly identify and contact others who visited the same place at the same time and may have been exposed to the virus. The information will only be used for official contact tracing purposes.

Which businesses are required to maintain a contact register?

From 1 December, all defined public activities must have a completed COVID Safe Plan. From 14 December, all general retail industry premises must have a completed COVID Safe Plan. These businesses must ensure that an approved contact tracing system is enabled from these dates and that all people entering the place upload their relevant contact details to the approved contact tracing system. This upload is automatic when you use the mySA GOV QR code and app.

A defined public activity is any of the following:

- onsite purchase and consumption of food or beverages (whether occurring in an indoor or outdoor area)
- sport (including sports training), fitness or recreation activities
- indoor public meetings
- ceremonies
- private functions
- provision of personal care services
- provision of public entertainment
- provision of recreational transport
- the operation of a nightclub
- the operation of relevant licensed premises
- the operation of a casino or gaming area (within the meaning of the Gaming Machines Act 1992)
- auctions and inspections of premises for the purpose of sale or rental of any property
- driver instruction
- an assembly within the meaning of the *Public Assemblies Act 1972*
- the provision of health care, residential care, disability support or aged care services.

A general retail industry premises is a place where retail sale or hire of goods or services for personal, household, or business use occurs and where customers are physically present.

This includes premises where the preparation and retail of food or drink for immediate consumption on or off the premises occurs.

Note: Defined public activities that consist of the provision of in-home health services are not required to have the COVID SAfe Check-In in place.

Activities and businesses that are not legally required to complete a COVID-Safe Plan (e.g. wholesale business) but would like to have one as an extra precaution can create a voluntary COVID-Safe Plan if they wish to and will be sent a QR code.

Do customers need to check in at retail stores (supermarkets, department stores, hardware stores, and general retail)?

Yes, from Monday 14 December all retail stores are required to have a QR code and customers will need to check in when they enter.

Each business/site will need to complete the online COVID-Safe Plan to create a QR code, which is emailed for printing and display. Businesses that have already completed a voluntary COVID-Safe Plan do not need to complete another plan as they will already have received a SA Government QR code.

Templates for a specific COVID-Safe Plans for general retail, supermarkets and hardware stores are available at www.covid-19.sa.gov.au/business-and-work/create-a-covid-safe-plan.

Do staff members need to check in?

Yes, all staff members of a business that is considered a defined public activity or general retail industry premises need to check in when arriving at work.

If a family attends a business, venue or event, can just one member of the family check in or are all family members required to check in?

Every person attending is required to check in except for small children.

Do customers or staff need to scan the QR code to check out when they are leaving?

No, it is just a check in feature at this stage.

How do businesses and activities get a COVID-Safe Plan?

A COVID-Safe plan can be created at www.covid-19.sa.gov.au/business-and-work/create-a-covid-safe-plan.

How do I get my QR code?

Businesses with a COVID-Safe Plan will receive a new COVID-Safe Plan via email that includes a poster with a unique QR code. This should be printed off and displayed in a prominent location within the business. Businesses that complete a new COVID-Safe Plan will be provided a unique QR code.

I have been issued a new COVID Safe Plan and QR code? Do I have to replace the old code? Can I still use the old code?

New COVID Safe Plans and related QR codes are issued when the Public Activities Direction changes and the particular business/activity is affected. Businesses, venues and events are asked to replace their QR code when this occurs.

Replacing your QR code is important for data integrity purposes, and helps make sure the QR code system's contact tracing capability can work quickly and work well. It also ensures it is linked to your most recent COVID Safe Plan.

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Where do I display my QR code?

The QR code poster should be printed off and displayed in a prominent location within the business, such as at the entrance, check-out and on tables. You can display multiple versions of the poster.

The poster can also be presented digitally such as on a tablet.

An appropriate prominent location to display this poster would be dependent on the business or venue but should be where it can be easily accessed by visitors and monitored by staff. For more advice on displaying your QR code see our tips for businesses fact sheet.

Can I use an alternative QR code system?

No. The Emergency Management (Public Activities No 14) (COVID-19) Direction 2020 requires defined public activities use an approved contact tracing system. The use of a privately sourced alternative electronic platform or system for capturing contact details will not satisfy the requirements of the Direction.

What do I do if a customer refuses to check in?

There is a dual responsibility, both on the business and the customer, to use the COVID SAfe Check-In.

If a customer chooses not to provide their details, the business has the right to refuse entry or service. Please be mindful of avoiding confrontations that become dangerous to staff members or customers.

COVID Marshals are encouraged to assist customers with checking in and should take all reasonable steps to ensure customers comply with COVID SAfe Check-In.

How is the information protected?

The app securely collects but does not store limited personal information as people check in at your business or venue. Details will be retained for 28 days and will only be released to SA Health for official contact tracing purposes. The data is encrypted and stored securely in a secure government data storage area. The data is not accessible for marketing or promotion purposes so your customers won't receive 'spam'.

What if a customer doesn't have a smart phone?

A paper recording log template will be available to download as a back-up for people who don't have a smart phone. The template is available at www.sa.gov.au/checkin.

What if a customer is having technical difficulties and cannot use the app or is unable to download it?

A paper recording log template is available as a back-up for people who don't have a smart phone or in case of other technical difficulties. The template is available at www.sa.gov.au/checkin.

What if there is no internet connection at the business or venue?

A paper recording log template is available as a back-up for people who don't have a smart phone or in case of other technical difficulties. The template is available at www.sa.gov.au/checkin.

How long do I need to keep contact register records for and how do I store and dispose of them?

Contact register records must be kept for 28 days and disposed of securely at the end of the 28 days. It is recommended that at the end of each day the records from that day are stored in a safe location for 28 days after which they can be disposed of securely.

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Do I need to record contact details of my staff?

Yes, staff will need to use the COVID SAfe Check-In when entering the business.

If a customer or staff member leaves the business and returns later, do they need to sign in again?

Yes, customers and staff members will need to sign in each time they enter a business or venue.

Do customers need to check in if they are only picking up takeaway?

Yes, customers will need to check in when they attend a business or venue that is considered a defined public activity or general retail industry premises, including picking up takeaway.

How will compliance be checked?

Contact tracing records must be produced for inspection at the request of an authorised officer.

On the mySA GOV app there is a summary screen which shows the last successful check in and people may be asked to show this.

Are there penalties for businesses who don't comply?

SA Police will ensure that businesses are educated on this new system in the first instance, no set timeframe is offered, individual cases and circumstances will be assessed. However, if activities i.e. stand up drinking is permitted by use of the COVID SAfe Check-In, and the business is not deploying this, then education may be limited and more proactive action taken.

Blatant breaches may result in a fine of up to $5060 for a business or $1060 for an individual.

Can interstate travellers use the mySA GOV app?

Yes, the free mySA GOV app can be downloaded and used by anyone. Interstate travellers will need to download the mySA GOV app if they wish to attend defined public activities or retail stores in South Australia. However, a paper recording log template is available as a back-up for people who don't have a smart phone or in case of other technical difficulties.

If my business operates from multiple premises, will my business need an individual QR code for every premise?

Yes, you will need a QR code for each premise.

I am a real estate agent - do I need a unique QR code for each house that I am conducting inspections and auctions at?

The person with care, control and management of the property sale or rental must have a COVID Safe Plan and QR code. The real estate agent requires a new QR Code for each rental property or house they are selling.

Do display homes need to use COVID SAfe Check-In?

Yes, display homes need a COVID-Safe Plan and QR code as this is considered a defined public activity under 'auctions and inspections of premises for the purpose of sale or rental of any property'. This includes visiting a display home as it is for the purpose of potential sale of a prospective house.

Do building, trade or manufacturing show rooms need to display a QR code?

If your building, trade or manufacturing show room is open for retail business then you are required to have a QR code. If it is purely for wholesale then you do not require a QR code.

Do recreation centres require a unique QR code for entering the centre and then one for each different activity at the centre?

If a recreation centre fits the interpretation of a defined public activity in the Emergency Management (Public Activities No 14) (COVID-19) Direction 2020 it will require a unique QR code for attendees to scan upon arrival. Any separate defined public activities within the recreation centre will also require their own unique QR code.

Do people who attend a business to deliver and collect goods, including the loading dock at the back of retail stores, need to check in?

Yes, anyone entering a place that is required to have a contact tracing system will need to check in. A place includes any premises, land, building, both indoor and outdoor.

Are bank branches required to use COVID SAfe Check-In?

Yes, a bank branch is required to use COVID SAfe Check-In as it is providing a service under the definition of general retail industry premises.

I own a wholesale business that doesn't require a QR code but I would like one. What do I do?

You can apply for a voluntary COVID-Safe Plan and you will receive a QR code. A COVID-Safe plan can be created at www.covid-19.sa.gov.au/business-and-work/create-a-covid-safe-plan.

My workspace has a small retail component. Do I still need a QR code?

Yes, you will need a QR code for your retail component; no matter how small it is, if customers are physically present.

We have a COVID-Safe Plan and have not received a QR code. Who can I contact for help?

If you had a COVID-Safe Plan and have not received an updated COVID-Safe Plan with a QR code you can email forms@sa.gov.au with details of your business and COVID-Safe Plan.

How can I access technical support?

If you're experiencing issues with the mySA GOV app, or require further information, contact Service SA on 1300 450 422 (Monday to Friday) during business hours.

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1800 253 787

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