

# COVID Safe Check-In: Frequently asked questions for businesses

## What is COVID Safe Check-In?

COVID Safe Check-In is a 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 at all entrances 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?

Using COVID SAfe Check-In only takes seconds to complete but helps play a big part in keeping your friends, family and broader community COVID 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 or for managing the COVID-19 pandemic.

The COVID SAfe Check-In is one of the most important tools we have in tracing the potential spread of COVID-19 during an exposure or outbreak. When an outbreak occurs, if everyone has been checking in consistently, we are less likely to need measures like widespread requirements for isolation, lockdowns and border closures.

COVID SAfe Check-In has significantly contributed to the easing of restrictions so that we can all keep doing the things we love. But, we need your help to protect the community. Having COVID SAfe Check-In only helps us if we all use it.

## Which businesses are required to maintain a contact register?

Under the [Public Activities Direction](#), any place at which a defined public activity is conducted, general retail industry premises and gatherings of 51 to 200 people at a residential premises, must use an approved contact tracing system (e.g. COVID SAfe Check-In).

This includes:

- businesses where there is 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
- public assemblies
- personal care services
- public entertainment venues
- recreational transport
- nightclubs
- relevant licensed premises
- casinos or gaming areas
- auctions and inspections of premises for the purpose of sale or rental of any property
- driver instruction
- health care, residential care, disability support or aged care services

- the onsite purchase and consumption of shisha
- premises in which the retail sale or hire of goods or services for personal, household or business consumption occurs and where the sale or hire involves customers who are physically present. This includes premises where the preparation and retail of food or drink for immediate consumption on or off the premises occurs.

Under the [Cross Border Travel Direction](#), all travellers who arrive at Adelaide Airport are required to use the COVID SAfe Check-In once they get off of their incoming flight.

All South Australian schools and preschools now have COVID SAfe Check-In QR codes. All adults (including staff and parents) are expected to use COVID SAfe Check-In when entering school and preschool buildings. Children and students (including adult students) do not need to check in. Their attendance is recorded and can be easily made available to SA Health for contact tracing purposes.

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, all retail stores are required to have a COVID SAfe Check-In 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 specific COVID-Safe Plans for general retail, supermarkets and hardware stores are available at [www.covid-19.sa.gov.au/business-and-events/create-a-covid-safe-plan](http://www.covid-19.sa.gov.au/business-and-events/create-a-covid-safe-plan).

### **Do staff members need to check in?**

Yes, all staff members of a place at which a defined public activity is conducted 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.

Circumstances in which it might not be possible for the person entering a place to provide their contact details include when a person is unable to communicate that information to the venue in written or verbal form. A companion of the person entering or a staff member at the business may record or provide the relevant contact details on behalf of the person entering. Parents or guardians/caregivers can either use the COVID SAfe Check-In or the paper record to check in for their 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-events/create-a-covid-safe-plan](http://www.covid-19.sa.gov.au/business-and-events/create-a-covid-safe-plan).

## How do I get my QR code?

Businesses/places/activities with a COVID Safe Plan will already have received a poster with a unique QR code. Businesses/places/activities that complete a new COVID Safe Plan will be provided a unique QR code.

## Where do I display my QR code?

The QR code poster should be printed off and displayed in prominent locations at all entrances of the business/place/activity, where they can be easily accessed by visitors and monitored by staff. You are encouraged to display multiple versions of the poster. QR code posters should be displayed at both shoulder and waist height for accessibility.

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

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 [Public Activities Direction](#) requires that an approved contact tracing system is used. 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. If a situation does escalate, contact on-site security (if available) or SA Police by phoning 131 444 for non-urgent police assistance or in an emergency always call 000.

For businesses and activities that are required to have COVID Marshals, COVID Marshals should take all reasonable steps to ensure customers comply with COVID SAfe Check-In.

## How is the information protected?

The mySA GOV app securely collects limited personal information as people check in at the business/place/activity. The data is securely stored in a government secured and encrypted database. The data is not accessible for marketing or promotion purposes so your customers won't receive 'spam'.

Details will only be released to SA Health for official contact tracing purposes or for managing the COVID-19 pandemic. Details will be retained for 28 days and then destroyed within the 7 days following this. If data is required to be used, the information will only be retained for as long as necessary for those purposes, and no longer than the COVID-19 pandemic remains.

The arrangements for data security, management and destruction are high quality and independently verified. It is illegal for the data to be misused for purposes other than official contact tracing or managing the COVID-19 pandemic.

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

If customers do not have a smart phone they are still required to provide their relevant contact details on a paper record, taking care to make sure their handwriting can be read. Paper check-in templates are available

to download and print as a back-up for people who don't have a smart phone. The templates are available at [www.sa.gov.au/checkin](http://www.sa.gov.au/checkin).

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

Customers are still required to provide their relevant contact details on a paper record. Paper check-in templates are available as a back-up for people who don't have a smart phone or in case of other technical difficulties. The templates are available at [www.sa.gov.au/checkin](http://www.sa.gov.au/checkin).

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

Customers are still required to provide their relevant contact details on a paper record. Paper check-in templates are available as a back-up for people who don't have a smart phone or in case of other technical difficulties. The templates are available at [www.sa.gov.au/checkin](http://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 within the 7 days following this.

The records must be kept in a way that reduces the risk of them being copied, photographed, taken or used by another person (other than an authorised officer).

These records should be placed where they can be supervised by a staff member as well as regularly removed and replaced with a new contact tracing record sheet.

You could also provide customers with individual check-in sheets that customers can fill in and put into a secure box. Individual check-in sheet templates are available at [www.sa.gov.au/checkin](http://www.sa.gov.au/checkin).

At the end of each day, records from that day should be stored in a safe location for 28 days after which they can be disposed of securely, including shredding or ripping into small pieces before disposing. Records may be stored electronically for security of information, however, must be disposed of securely within 7 days following the initial 28 days.

### **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 place at which a defined public activity is conducted 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.

### **Are there penalties for businesses who don't comply?**

SA Police will defer to education in the first instance, however, businesses are expected to know their responsibilities for complying with COVID SAfe Check-In by now and actively remind patrons to use it. 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 businesses/activities/places with COVID SAfe Check-In in South Australia. However, paper check-in templates are available as a back-up for people who don't have a smart phone or in case of other technical difficulties. The templates are available at [www.sa.gov.au/checkin](http://www.sa.gov.au/checkin).

### **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 as QR codes are linked to each premises' street address. Using the same QR code for all premises would therefore make contact tracing via your QR code more difficult. As a consequence, if a positive case arose, contact tracers may direct everyone who has visited any of your sites into isolation until they have been able to determine who visited the exposure site. This will cause delays overall in the contact tracing process.

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

No, each real estate agent should have their own QR code to be used at the inspection and auctions they conduct.

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

Yes, visiting a display home is considered as inspecting premises for the purpose of sale or rental of property.

### **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 one premises is used for several defined public activities offered by multiple organisations (e.g. a premises with a café, gym and a pool) than the overall person in charge (e.g. the company that owns the premises) must have a COVID Safe Plan with all relevant activities and a COVID SAfe Check-In QR code for attendees to scan upon arrival. However, each defined public activity can also have their own unique COVID Safe Plan and QR codes.

### **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-events/create-a-covid-safe-plan](http://www.covid-19.sa.gov.au/business-and-events/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](mailto: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.