

Home Quarantine SA

Frequently asked questions for users

What is Home Quarantine SA?

Home Quarantine SA is a mobile app, supported by SA Health and SA Police, that allows travellers to quarantine in their home. It will increase South Australia's quarantine capacity and will provide a safe, sustainable and cost effective alternative to medi-hotel quarantine.

In the app, you will be able:

- view your expected quarantine completion date
- view your COVID-19 testing schedule and receive reminder notifications
- complete daily symptom checks
- complete randomised location check-ins using live face recognition
- access health and wellbeing support and resources.

Why has Home Quarantine SA been developed?

Home Quarantine SA provides a safe, sustainable and cost effective alternative to medi-hotel quarantine.

How do I get the Home Quarantine SA app?

If you have been approved to use Home Quarantine SA to complete your quarantine period, you will receive a SMS with a Unique Identifier Code.

You will need to download the Home Quarantine SA app from the app store, log in using a secure account then activate the app with your Unique Identifier Code.

What information will I need to provide to use Home Quarantine SA?

To be eligible to use the app, you will need to provide your:

- full legal name, as it appears on an identity document, such as a driver's licence or passport
- date of birth
- approved quarantine address
- mobile phone number
- email address.

I already have a mySA GOV account, can I use that to log in to Home Quarantine SA?

The secure account required for Home Quarantine SA is not the same as the mySA GOV account. You may have created the required secure account to use the SA Health Travel Exemption application.

You must provide an email address and mobile phone number to create your secure account. You will need to verify both your mobile phone number and email address to set up your account. You may need to check your junk or spam folder.

Where can I get a COVID-19 test?

You must have your required COVID-19 tests at one of the drive-through testing sites.

- [Victoria Park / Pakapakanthi COVID-19 drive-through testing site](#)
- [Hampstead Rehabilitation Centre COVID-19 drive-through testing site](#)
- [Repat Health Precinct COVID-19 drive-through testing site](#)
- [Ridgehaven Waterworld COVID-19 drive-through testing site](#)
- [Port Adelaide COVID-19 drive-through testing site](#)
- [Aldinga GP Plus Health Care Centre COVID-19 drive-through testing site](#)
- [Taillem Bend COVID-19 mobile testing site](#)

You must wear a face mask at all times when you leave your approved address, except for when being swabbed.

Is Home Quarantine SA compulsory?

No. Home Quarantine SA is voluntary at this time. It provides a safe, sustainable and cost effective alternative to medi-hotel quarantine.

Can more than one person use Home Quarantine SA on the same device?

No. Each person aged 16 years and over, who is subject to quarantine, will need to use their own phone or device that is linked to their own secure Home Quarantine SA account.

Does Home Quarantine SA track my location?

Home Quarantine SA records your location at each random check-in request to make sure you are at your approved address; you have 15 minutes to check in.

You must allow location services while the app is being used.

How do geolocation check-ins work?

Home Quarantine SA uses geolocation and live face recognition check-ins as a key component of ensuring your safety, as well as the safety of the community.

The check-ins are on a randomised schedule and confirm that you are at your approved address and ensures you are compliant with your home quarantine direction.

The app performs several geolocation and live face recognition check-ins at random intervals each day and you will have 15 minutes to respond.

What happens if I miss a check-in?

If you miss one of the geolocation check-ins, you will receive a follow-up phone call from the Home Quarantine SA team to discuss why you missed your check-in. This call might come from a private number.

If you miss the notification and the phone call, a compliance officer may visit the approved address to check you are safe and compliant with your direction.

What is a symptom check?

You must complete a symptom check each day of your home quarantine. You will receive a notification each day, prompting you to complete the symptom check-in the app.

This symptom check notifies SA Health of any COVID-19 symptoms you are experiencing. If you report symptoms the app may direct you to get re-tested at a suitable drive-through testing location. You may also receive a follow-up phone call from the Home Quarantine SA team. This call might come from a private number.

I am quarantining at the same address as someone else but we get notifications to check-in at different times, is there something wrong with my app?

Home Quarantine SA requests check-ins on a randomised schedule. It would not be unusual for people to receive check-in requests at different times.

What if my phone or device stops working or I am having technical problems while I am using Home Quarantine SA?

Please do not leave your approved address to get your phone or device fixed or replaced. This would be considered a breach of your quarantine directions and you may commit an offence under the *Emergency Management Act 2004*.

If you miss your geolocation check-ins because your phone or device is not working, you will receive a call from the Home Quarantine SA team and you can explain your situation.

I have to leave my approved address to get a COVID-19 test, what happens if I am asked to check-in while getting a test?

If you receive a notification to complete a location check-in when you are away from your approved address (i.e. when seeking testing), you will receive a call to discuss.

Why do I need to allow push notifications in the app?

You must allow notifications for Home Quarantine SA so you can receive important information, updates and reminders. At the end of your quarantine, you can switch this off.

Why do I need to allow location services in the app?

You must allow location services for Home Quarantine SA to show that you are complying with the requirement and not leaving your approved address. At the end of your quarantine, you can switch this off.

Does my Bluetooth need to be on to use Home Quarantine SA?

No. Home Quarantine SA does not use Bluetooth. You must allow push notifications, location services and camera access to use the app.

Does Home Quarantine SA use mobile data?

Home Quarantine SA requires internet connection (via WiFi or mobile data). The app uses very little data.

How is my data being kept secure?

The app collects and uses the minimum amount of personally identifiable information to enable the home quarantine process. This will include personal information, geolocation data, and use of the device's camera to verify your identity.

More information on data and information collection is available at in the [Home Quarantine SA privacy statement](#).

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