

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 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. 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. If people don't have the app they can use their smart phone camera and a secure web form will open to check in. People will receive a text confirmation when they check in.

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. These businesses must ensure that an approved contact tracing system is enabled 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
- weddings (including wedding ceremonies and receptions)
- funeral services (excluding wakes)
- 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
- the provision of health care, residential care, disability support or aged care services.

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.

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.

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 the 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.

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?

Under the Public Activities Direction, a person attending a defined public activity must use their best endeavours to ensure their relevant contact details are captured by the COVID SAfe Check-In.

COVID Marshals are encouraged to assist customers with checking in.

If a customer chooses not to provide their details, they may be refused entry.

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.

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.

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

A paper recording log template is available to download as a back-up for people who don't have a smart phone.

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

Contact register records must be kept for 28 days and disposed of securely at the end of the 28 days.

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 leaves the business and returns later, do they need to sign in again?

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

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.

Blatant breaches may result in a fine.

Can interstate travellers use the mySA GOV app?

Yes, the free mySA GOV app can be downloaded and used by anyone.

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.