NSW GOVERNMENT | Customer Service

Mandatory electronic check in

This toolkit contains content to help you communicate the new mandatory electronic check in requirements

www.customerservice.nsw.gov.au

Contact tracing for businesses

- Contact tracing is an important part of stopping community transmission of the COVID-19 virus
- Digital check in tools (such as a QR code or web form) offer the best option for contact tracing for venues and will help businesses to remain COVID safe by meeting requirements for the collection and storage of customer contact details
- The NSW Government has launched a safe and easy digital check-in tool for businesses and customers
- The Service NSW app features a **COVID Safe Check-in** tool to allow customers to check in at venues across NSW

Mandatory electronic check in – industries and events

From 23 November, mandatory electronic check in applies to staff and patrons at these venues:

- Amusement centres
- Aquariums
- Auction houses
- Crematoria
- Drive-in cinemas
- Entertainment facilities
- Events, incl. corporate events, funeral and memorial services, and wedding services
- Function centres
- Funeral homes
- Gyms
- Hairdressers
- Hospitality venues, incl. casinos, food and drink premises, micro-breweries and cellar doors, pubs, small bars and registered clubs
- Information/education facilities (not libraries)
- Massage and tattoo parlours
- Nail and beauty salons
- Party buses
- Places of worship
- Properties operated by the National Trust or Historic Houses Trust
- Public swimming pools
- Recreation facilities (indoor)
- Recreation facilities (major)
- Sex on premises venues
- Sex services premises
- Spas
- Strip clubs
- Vessels used for hosting functions or for commercial tours
- Zoological parks and reptile parks

How does the COVID Safe Check-in work?

Businesses

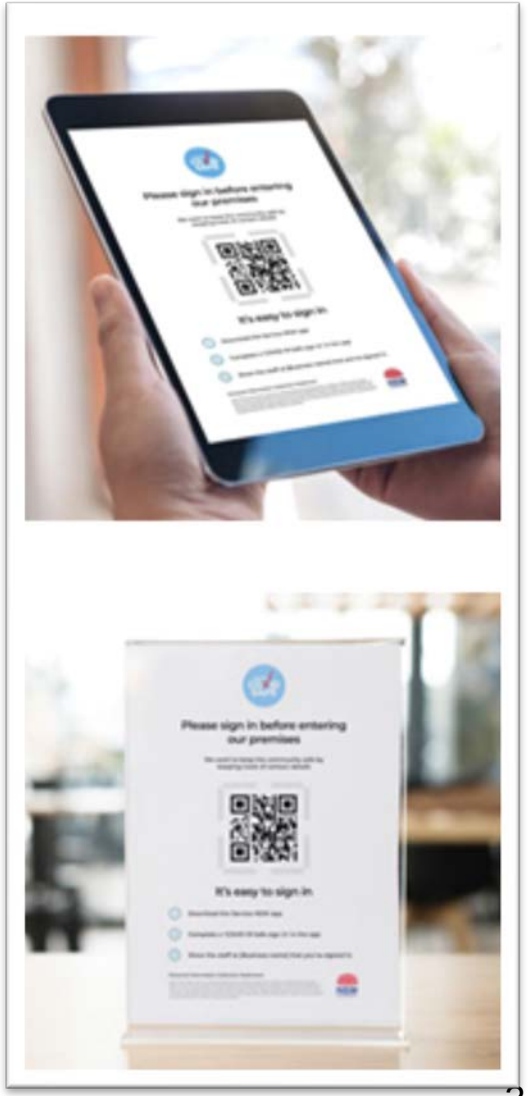
Businesses or organisations register as COVID Safe at nsw.gov.au.

COVID Safe businesses can then download and display their unique **COVID Safe Check-in** QR Code at their venue for customers to use.

Customers

Customers use the **COVID Safe Check-in** feature on their Service NSW app to check in.

It’s quick, easy and contactless.



Benefits of the COVID Safe Check-in

Businesses

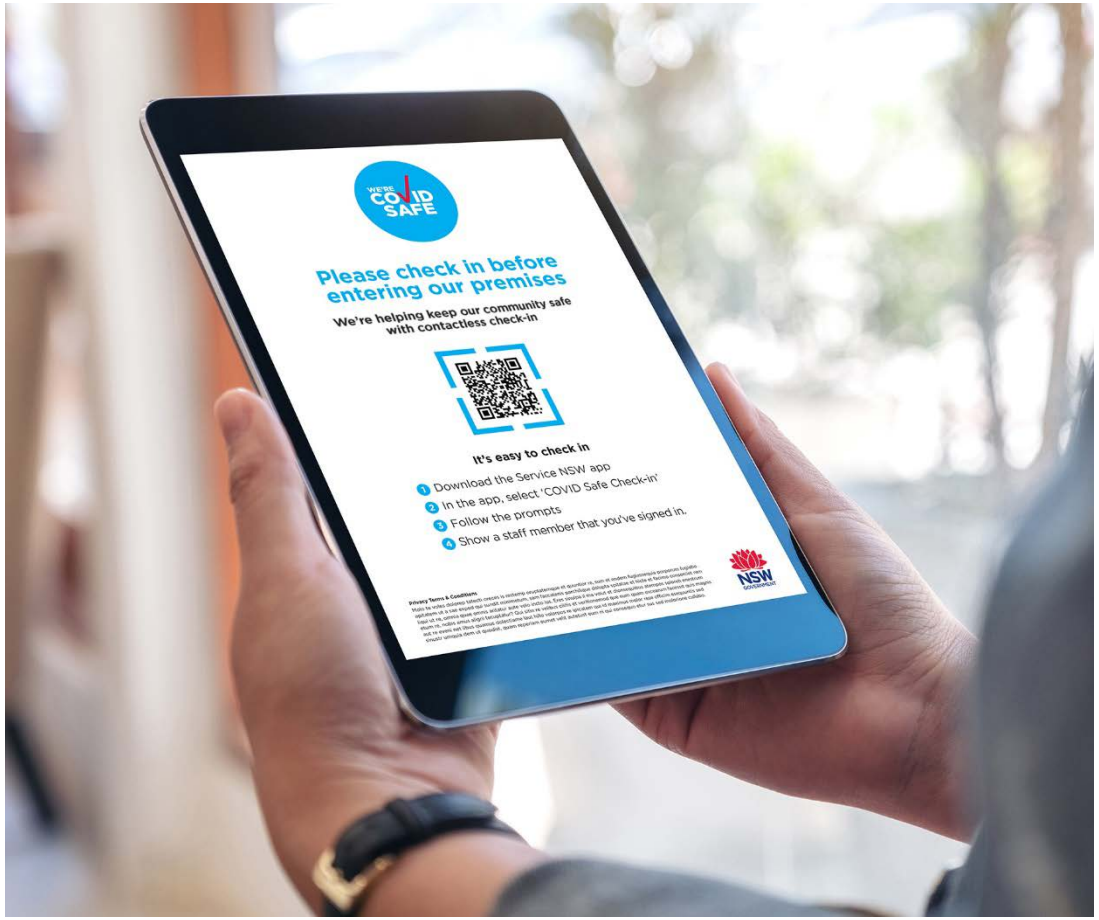
- COVID Safe Check-in is a **free** record keeping tool, available to COVID Safe registered businesses and organisations
- Registering as a COVID Safe business or organisation **shows the community** you're looking after their safety
- Easy, secure way to **meet requirements** for the collection and storage of customer contact details
- Enables **accurate** customer record keeping

Customers

- Quick and easy – using the app is the fastest check in option available
- No cost – using the app is free
- Customers don't need to repeatedly provide personal information at each check-in
- Customer's mobile number is **verified** to assist contact tracing efforts
- After check-in, customer contact details **stored securely** by the NSW Government and destroyed after 28 days

COVID Safe Check-in – upcoming features

- For customers who don’t have a mobile device or the Service NSW app, you can display a device (e.g. iPad) at your venue to digitally record contact details and time of entry
- To more accurately identify the time period of customers in a particular location, a voluntary check-out function has been added
- Customers can now also check-in dependents (e.g. children and the elderly) as part of a streamlined check in process

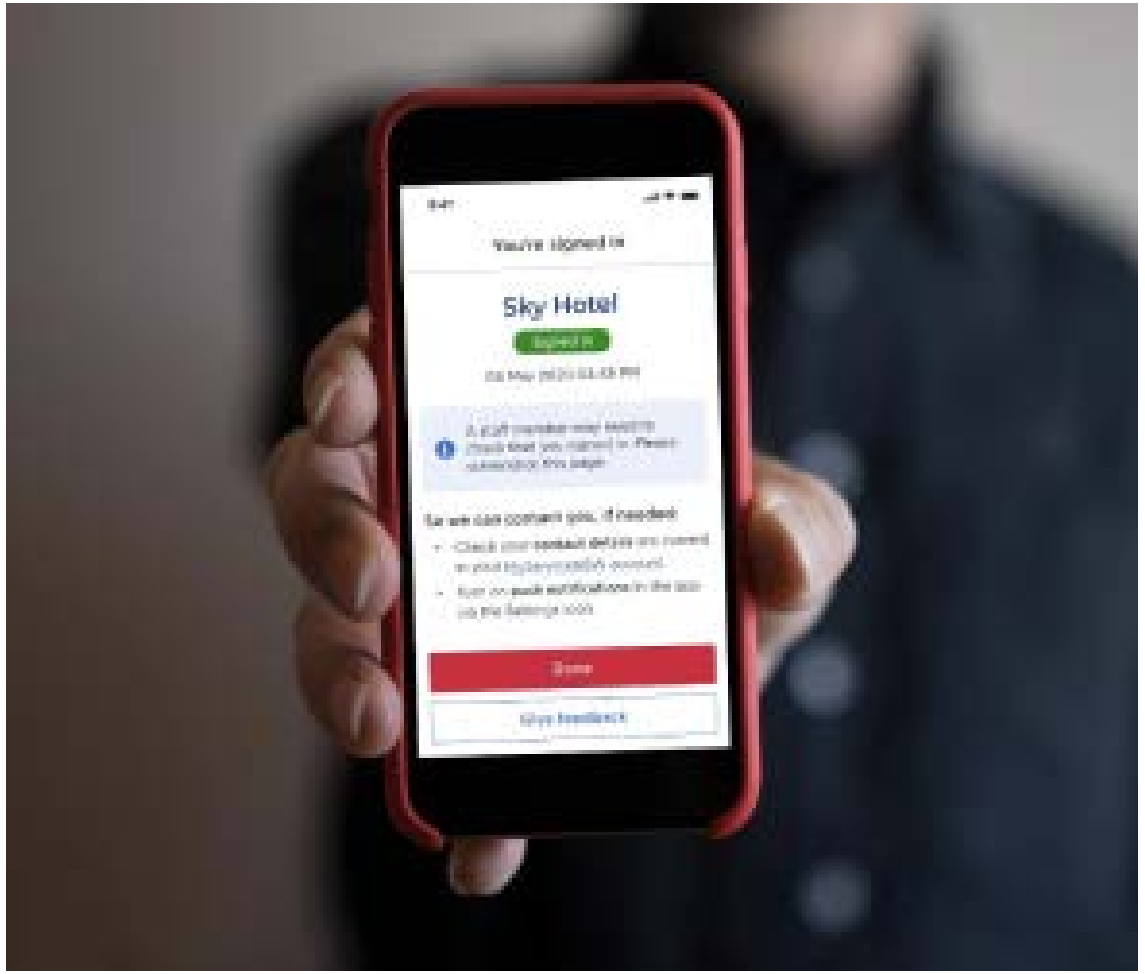


How to get the COVID Safe Check-in

- Once a business registers as a COVID Safe business, a unique QR code is emailed along with the official COVID Safe badge and posters that can be displayed

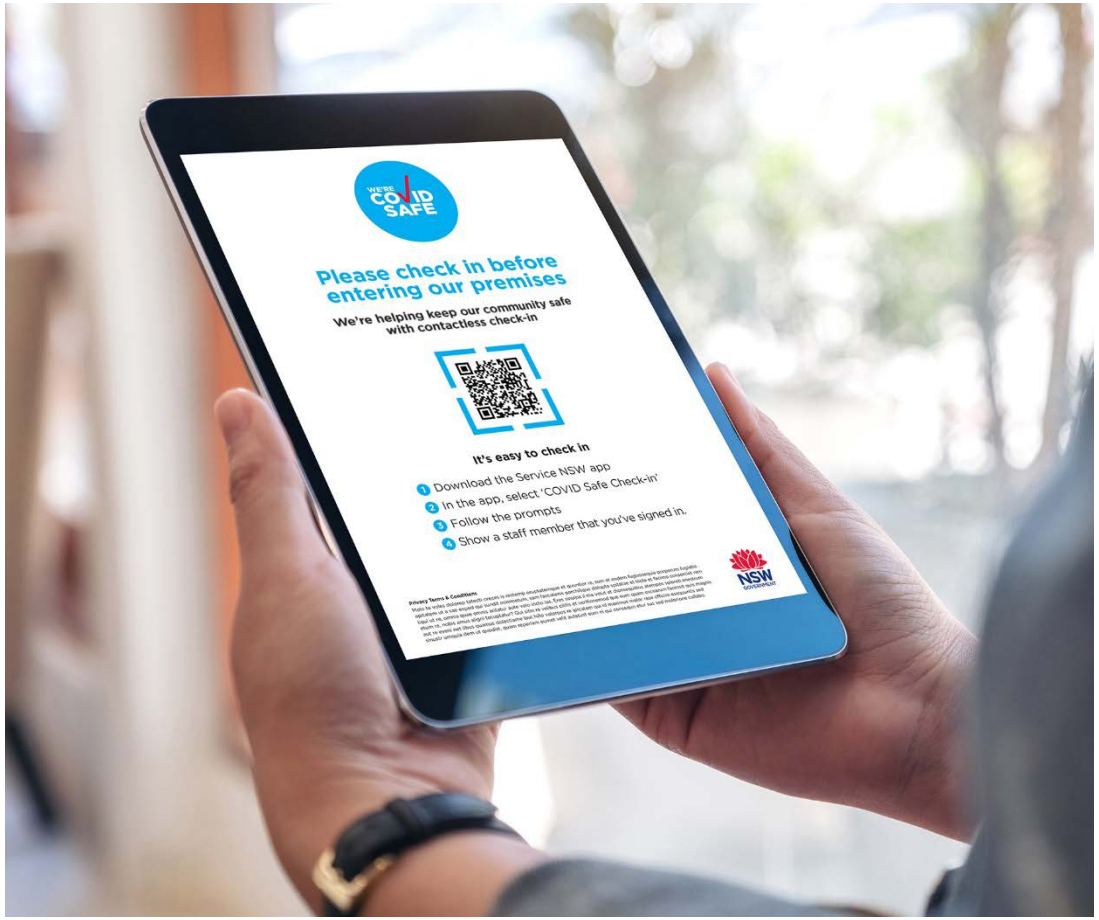
- The business can print the unique QR code and customer instructions or display them on a screen e.g. a tablet

- The customer will need to download and/or open the Service NSW app, then follow the prompts in the COVID Safe Check-in tool to scan the code



Security

- The contact details submitted via the COVID Safe Check-in are **stored securely** on a NSW Government database for the sole purpose of COVID-19 contact tracing
- The data is held for a minimum 28 day period
- Access to the data is restricted to authorised personnel in Service NSW and the Ministry of Health



Promoting the COVID Safe Check-in

A promotional toolkit with social media posts, newsletter content, videos and key messages is also available for registered COVID Safe businesses using the COVID Safe Check-in

Poster example

Social media posts for customers and businesses

Partner Post: From November 23, mandatory electronic check-in, such as a QR code or web form, that records patrons' names and contact details will apply for more businesses in NSW. Find out how to prepare your business at nsw.gov.au

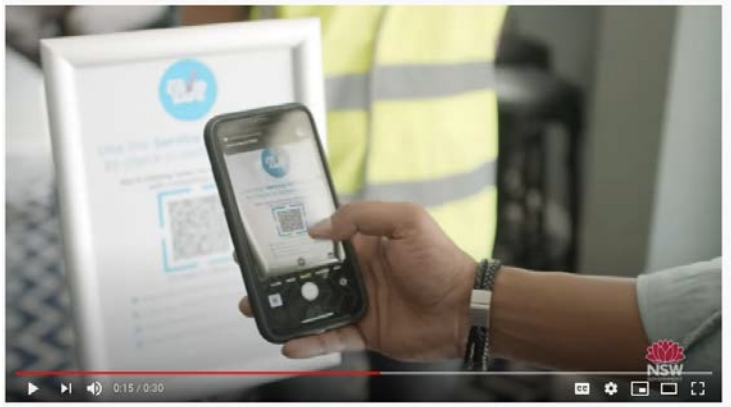
Service NSW Post: From November 23, it will be mandatory for more businesses and venues will be required to have electronic check-in in place. Businesses without digital records risk penalties. Learn what you need to do at nsw.gov.au

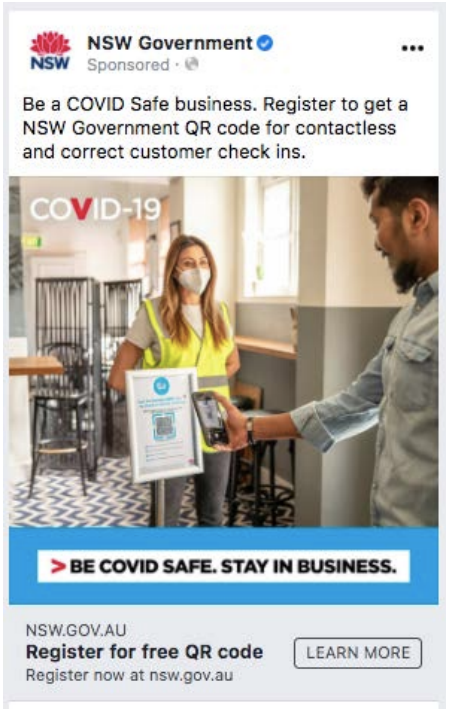
COVID Safe Check-in advertising campaign

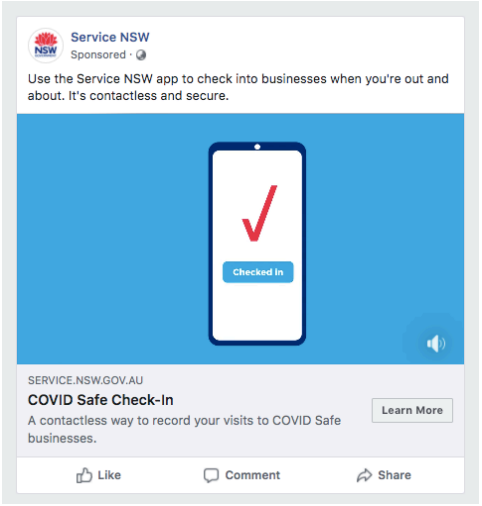
The NSW Government is supporting businesses and communities to promote the COVID Safe Check-in through an extensive advertising campaign.

Promoted on:

- Television
- Radio
- Press advertising
- Social media
- Digital and search







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Digital registrations now mandatory for more businesses, venues and events

From November 23, electronic check-in systems, such as a QR code or web form, that records patrons' names and contact details will be mandatory for more businesses in NSW.

Electronic check-in systems are a fast and precise way to support contact tracing - one of the most important tools we have to keep the virus in check and businesses open.

All businesses who have registered as COVID Safe with NSW Government have access to the free COVID Safe Check-in which allows customers to check-in via a QR code through the Service NSW app.

COVID Safe Check-in captures the business name, address and the customer's contact details. The information is securely stored for 28 days for the sole purpose of contact tracing and can be instantly accessed by NSW Health in the event of an outbreak. After this time, data is destroyed.

For patrons who do not have access to a smartphone, venues need to record their details upon entry using a digital device.

All business are encouraged to register as COVID Safe and for many it is mandatory. Support is available to help businesses ensure they are COVID Safe, including a personalised Concierge Service for those impacted by bushfires and COVID-19.

For more information visit:
QR code information www.nsw.gov.au/covid-19/covid-safe/qr-codes
COVID Safe registration www.nsw.gov.au/covid-19/covid-safe
Concierge Service mybusiness.service.nsw.gov.au/concierge

Key contacts

For more information about COVID Safe Check-in and how to register your business contact:

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For more information about the COVID Safe Check-in promotional toolkit contact:

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