

# Check in TAS

## – FAQs



### What is Check in TAS?

The Tasmanian Government now requires use of the free Check in TAS app to collect contact information about everyone who spends time at an applicable premises or event. This is done by requiring patrons to scan a unique QR code when entering the premises.

After registering for the Check in TAS app, your organisation will receive a welcome pack that includes a poster (or posters) with your premises' QR code. You must display these posters in a prominent place at all entrances to the premises so patrons can check in.

After a patron downloads the free Check in TAS app they only need to enter their contact details into the app once, then each time they check in at a different location that information is automatically sent to Tasmania's Department of Health for contact tracing purposes only.

### What is a QR code?

A QR code is like a barcode that can be read by a smartphone camera.

By prominently displaying your unique Check in TAS QR code at all entrances to your premises, your patrons can use their smartphones to check themselves in.

After checking in, patrons' contact details will be securely stored by Tasmania's Department of Health for 28 days, and not accessed unless required for contact tracing.

### Why should my organisation register to use the Check in TAS app?

By 1 May 2021, many organisations will be required to use Check in TAS to collect contact information about everyone who spends time at their premises or event.

These are:

1. Restaurants, cafes and other retail food businesses and outlets, where food is sold for consumption at those premises.
2. Premises where alcohol is sold for consumption at those premises, including pubs, registered and licensed clubs and hotels, other than such part of those premises lawfully operated to provide alcohol for consumption at a location other than the premises.
3. A gathering, if a direction made under section 16 of the Act requires an event COVID safety plan, in a form approved by the Director of Public Health, to be developed and implemented in respect of the gathering.
4. Places of worship, religious gatherings, religious premises, and other similar premises, including premises used to perform a wedding or a funeral.
5. Cinemas, entertainment venues, casinos, gaming or other gambling venues, dance venues, night clubs, strip clubs, brothels and other similar premises.
6. Galleries, museums, national institutions, historic sites and other similar premises.
7. Tourist premises, venues and sites, where consideration is paid to enter such a premises, venue and site.
8. Tourism activities, and services, that are provided for consideration.
9. Concert venues, theatres, arenas, auditoriums, stadiums and other similar premises.
10. Amusement parks, arcades, play centres and other similar premises, regardless of whether the premises are an indoor space or an outdoor space, other than skate parks and playgrounds.
11. Auction houses, real estate auctions and houses open for inspection, including display homes.
12. Hair dressing and hair salons.

13. Beauty treatment premises, including body modifications, tattoos, piercing, waxing and nail services.
14. Spas and massage parlours and other similar premises.
15. Swimming pools, gymnasiums, health clubs, fitness centres, wellness centres (including yoga and barre premises) and other similar premises or venues, whether indoors or outdoors.
16. Venues used for sport or fitness, saunas, bath houses and other similar premises or venues, whether indoors or outdoors.
17. Premises used for personal training and other pre-arranged sporting activities.
18. Zoos, wildlife centres, animal parks, petting zoos, aquariums, marine parks or similar premises.

By 1 May you must clearly display your Check in TAS QR code (which will be sent to you after you've registered) at all entrances and all patrons aged 16 years and older must be checked in by scanning this code if they spend 15 minutes or more at your premises.

You can register your premises or event for Check in TAS via [www.checkin.tas.gov.au](http://www.checkin.tas.gov.au)

### **Where and for how long will my customers' contact details be stored?**

The data collected through the app goes directly to the Tasmanian Department of Health's secure AZURE platform and will only be accessed by authorised departmental staff involved in contact tracing, if required.

All contact information collected through Check in TAS is automatically deleted after 28 days.

### **My organisation operates at multiple premises. Do I need to set up multiple codes or can I use one for all of them?**

Each Check in TAS QR code is assigned to a physical address. If you operate at multiple premises or locations, you need to complete a separate registration for each site.

### **What if my customers do not want to use the QR code?**

From 1 May checking in to applicable premises, and events is mandatory for your patrons.

If a person does not have a smartphone or is unable to use one, others attending the premises with that person can use their own phone to check that person in. Alternatively, an organisation can register a patron's details using that organisations' device. If there is no internet access or working device, the organisation can check them in manually on paper.

Organisations must use their best endeavours to require patrons to check in, this could include:

- Active monitoring of points of entry.
- Requesting that patrons show staff the 'green tick'.
- Signage or messaging in clear view advising of the need to check in.

If a patron refuses to check in, operators should highlight the importance of the check in requirements to assist the contact tracing efforts, and to keep the community safe and Tasmania open for businesses.

Organisations may also want to remind patrons of their legal obligation to check in, and the potential penalties for failing to do so. That is, from 1 May 2021, a person may face a fine if they fail to comply with the check in requirement.

After these efforts, if a patron still refuses to check in, the operator of the premises or event must refuse entry as per the Direction Under Section 16 (*Contact Tracing - No. 4*) of the *Public Health Act 1997*.

### **What if patrons experience errors using the QR code or don't have access to a smartphone?**

If the QR code doesn't scan, the six-digit number located on the QR code poster at your venue can be entered manually into the app instead.

If there are still problems, you can check your patrons in on their behalf using the business profile function in the app.

More information on the business profile function and how to use it will be available soon via [www.checkin.tas.gov.au](http://www.checkin.tas.gov.au)

For assistance registering for Check in TAS or if you are having difficulties with your venue's QR code please phone the Public Health Hotline **1800 671 738** or email [checkin.tas@health.tas.gov.au](mailto:checkin.tas@health.tas.gov.au)