

Check in TAS App

FAQs for venues and businesses locations in Tasmania

What is the benefit of registering my business to use the Check in TAS app?

- Venues using the app don't need to manually collect information and don't need to store that information. The data entered to each customer's app goes directly to the Tasmanian Department of Health.
- The registration and use of the app are free of charge.
- Use of the app is not mandatory, however it assists in the timely delivery of contact details to authorised Department of Health staff involved in contact tracing.

I have multiple businesses; do I need to set up multiple codes or can I use one for all of them?

- Yes. Each QR code is assigned to a physical address so each location/venue of a business will require a separate registration and QR code.

What are my responsibilities with customer information?

- The data collected goes directly to the Tasmanian Department of Health's secure AZURE platform. You won't be collecting the customer information for those using the app.

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

- Venues will need to offer other (for example, pen and paper) options for maintaining a register of customers attending their venue for those customers not wanting to use the Check in TAS app.

How long will my customers' details be stored with my business?

- The data collected goes directly to the Tasmanian Department of Health's secure AZURE platform and will only be accessed by authorised Department of Health staff involved in contact tracing, if required.
- After 28 days the customer information is automatically deleted.

What if my customers experience errors using my QR code?

- 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 will need to manually register the customer details.

Do I still need a COVID Safety Plan if I have the QR code for customers?

- Yes, you are still required to have a COVID Safety Plan as maintaining a register of customers is only one aspect of the Plan.

I don't have a COVID Safety Plan, where should I start?

- COVID Safety Plan information can be found on the <https://www.coronavirus.tas.gov.au/business-and-employees/covid-19-safe-workplaces-framework>

I'm having issues with my venue code, who do I contact?

- The Check in TAS app is supported by the Public Health team at the Tasmanian Department of Health. For assistance please phone Public Health Hotline **1800 671 738** or email checkin.tas@health.tas.gov.au

For further information visit

www.coronavirus.tas.gov.au/business-and-employees