



COVID-19 Digital Business Check-In Cheat Sheet

Please note that it is now mandatory from November 23rd for some businesses in NSW to have digital customer check in available. We are urging all businesses to take this opportunity to revise their COVID safety plan and consider registering as a COVID safe business with the adoption of electronic check in. This makes contact tracing in the event of a positive case easy and accessible and this is a key part of keeping our region COVID safe.

Mandatory registration

For some types of businesses and organisations, it is mandatory to register as COVID Safe under the Public Health Orders.

These businesses are:

- gyms
- hospitality venues (restaurants, cafes, pubs, clubs, small bars, cellar doors, breweries, distilleries, karaoke bars and casinos)
- funeral homes and crematoria
- places of public worship.

Other businesses and organisations are encouraged to register as COVID Safe to show their customers and visitors that they are keeping up the highest standards to prevent COVID-19 transmission.

Fast access to accurate and complete electronic records helps NSW Health to quickly alert people who may have been in contact with a person with COVID-19 while visiting your business or organisation. Efficient contact tracing helps slow or stop the spread of COVID-19 in the community.

COVID Safe businesses and organisations have:

- a comprehensive COVID-19 Safety Plan in place
- registered as COVID Safe.

COVID Safe businesses and organisations are easily recognised by the blue tick badge displayed on their premises or online.

Registration through service NSW is not the only option for businesses COVID Safe Check-in with the Service NSW but to help you with contactless customer record they have created a unique, free QR code for your business that customers can scan when they visit.

- ☞ Customers will need to have the Service NSW app installed on their mobile to record their visit.
- ☞ Businesses need to ensure that they have measures in place that will accurately capture customer and staff details.

It makes the check in seamless by sending accurate customer information directly to Service NSW. This means the data does not have to be stored by the business and it is readily available for NSW Health to access if it becomes necessary.

COVID Safe Check-in is available to all businesses in NSW and is provided as part of the COVID Safe registration pack.

How to Register Your Business

Registration is quick and easy, and it shows customers that you're committed to their safety. Registered businesses and organisations get:

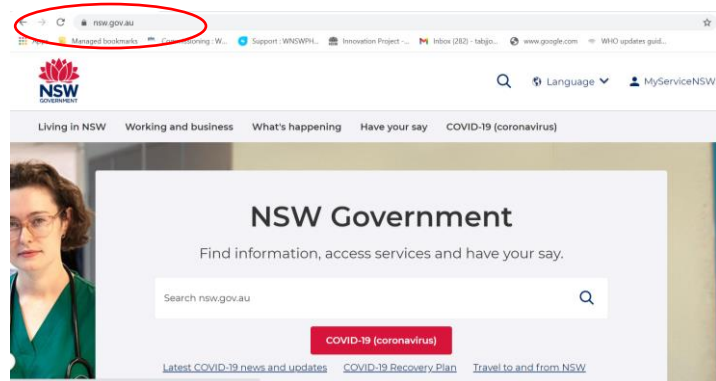
- ☞ a digital COVID Safe badge for use on Google and social channels
- ☞ a print ready COVID Safe badge file for use as a poster or sticker on your shop front/high traffic areas
- ☞ posters on safety and hygiene
- ☞ reports on how your customers and visitors rate your business.

This is explained in the following You Tube clip <https://youtu.be/1IZmGgcJynA>

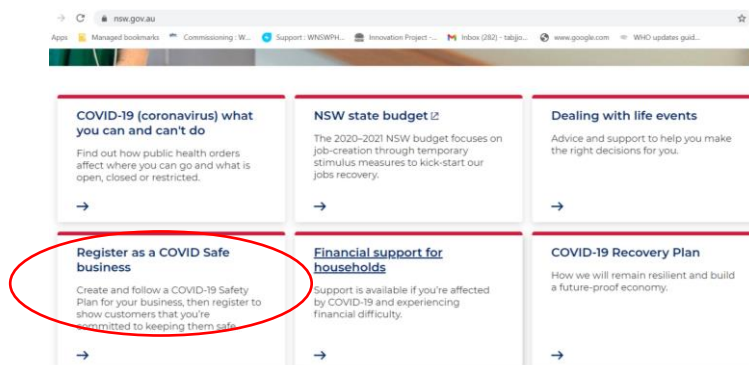
Please refer to the website for more information <https://www.nsw.gov.au/covid-19/covid-safe>

To register your business for a digital check-in with Service NSW

- ☞ Go to the website [nsw.gov.au](https://www.nsw.gov.au)

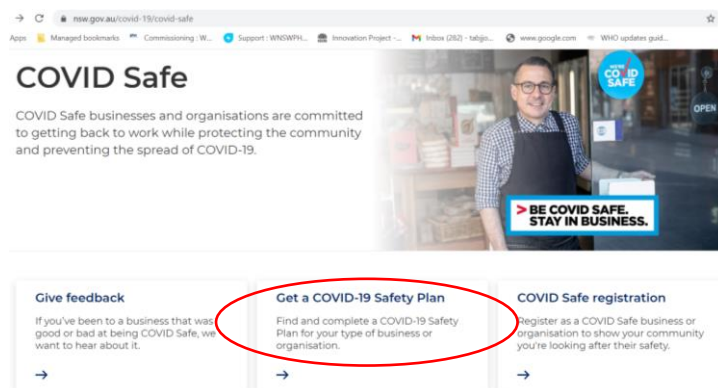


- ☞ Scroll down to the Register as a COVID safe business tile



Your COVID Safe Plan

First you must complete the COVID Safe Plan by clicking on the COVID Safe Plan link.



FOR GENERAL PRACTICE AND OTHER HEALTH CARE BUSINESSES: Select the **General Practice and Other Primary Health Care Providers** link

FOR AGED CARE PROVIDERS: Select the **All other business** link

Abattoirs and the meat processing industry	→	General practice and other primary health service providers	→	Pubs and clubs (including small bars, cellar doors, breweries, distilleries, casinos and karaoke bars)	→
Agriculture	→	Gyms	→	Regional agricultural shows	→
Auction and open houses	→	Hotels and accommodation (including backpackers, hostels and dormitory style accommodation)	→	Restaurants and cafes (including food courts and other food and drink premises)	→
Beauty services, tattoo parlours, massage parlours	→	Indoor recreation, yoga, pilates and dance studios, martial arts training facilities	→	Retail and grocery	→
Betting agencies	→	Libraries	→	School formals	→
Caravan parks and camping grounds	→	Major recreation facilities, stadiums, showgrounds, racecourses	→	School graduation ceremonies	→
Cinemas, theatres, concert halls, drive-in cinemas	→	Manufacturing and warehousing	→	Sex on premises venues	→
Commercial vessel and party buses, including tours, functions, parties or similar recreational activities	→	Maritime operations	→	Sex services	→
Community centres and halls	→	Museums and galleries	→	Strip clubs	→
Community sporting competitions and full training activities	→	Non-food markets	→	Swimming pools, saunas and spas	→
Construction and tradespeople	→	Office environment (including call centres)	→	Taxis, hire cars and ride share services	→
Controlled outdoor events	→	Outdoor music rehearsal and performance	→	Theme parks and amusement centres	→
Food processing	→	Outdoor protests	→	Transport freight and logistics operations	→
Function centres	→	Places of worship	→	Wedding ceremonies and receptions	→
Functions and corporate events	→			Zoos, reptile parks and aquariums	→
Funerals, memorial services and wakes	→			All other businesses	→

👉 Click on the link to complete a COVID safety plan

Keep your plan up to date

You may need to update the plan in the future, as restrictions and advice changes.

You will need to have an up to date plan at your premises at all times and be able to show it to an authorised officer if requested.

Your COVID-19 Safety Plan

You can either:

- use the provided COVID-19 Safety Plan to address the checklist of matters for general practice and other primary health service providers
- keep using your existing plan, if you have one, after making sure it includes all the items in the provided COVID-19 Safety Plan.

[Complete a COVID-19 Safety Plan](#)

👉 Complete the details for Your Business and answer the questions relevant to your COVID safety plan – this is a good chance to review your practices and procedures.

👉 Once the plan is completed email a copy and save it, print it or distribute to your staff as a reminder of your plan – this is also a quality activity for your practice.

nsw.gov.au/form/covid-safety-plan/general-practice-and-other-primary-health-service-providers
Managed bookmarks Commissioning: W... Support: WNSWPH... Innovation Project... Inbox (282) - tabjo... www.google.com WHO updates guid...

COVID-19 Safety Plan

General practice and other primary health service providers

Effective 20 November 2020

Print



How to complete the COVID-19 Safety Plan

Record the action/s you will put in place under all the Safety Plan sections:

- wellbeing of staff and customers
- physical distancing
- hygiene and cleaning
- record keeping.

Each requirement must be addressed in each section. If a requirement does not apply to

👉 Once the plan is completed click on the COVID Safe Registration link

nsw.gov.au/covid-19/covid-safe
Managed bookmarks Commissioning: W... Support: WNSWPH... Innovation Project... Inbox (282) - tabjo... www.google.com WHO updates guid...

COVID Safe

COVID Safe businesses and organisations are committed to getting back to work while protecting the community and preventing the spread of COVID-19.



Give feedback

If you've been to a business that was good or bad at being COVID Safe, we want to hear about it.



Get a COVID-19 Safety Plan

Find and complete a COVID-19 Safety Plan for your type of business or organisation.



COVID Safe registration

Register as a COVID Safe business or organisation to show your community you're looking after their safety.



- ☞ Register with your business details. Check off the requirements on the list and register your business.

- ☞ Once you have registered you will be required to access your emails and confirm your registration.



- ☞ Once you have confirmed the registration you will be emailed a QR code to display at your check in points.

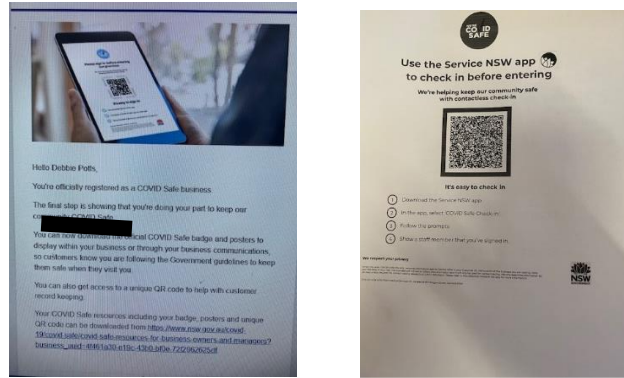
QR codes

QR codes are a common of electronic check-in system. QR codes operate like barcodes, with information that can be read by a smartphone camera. Some phones may require a free QR code reader app, which are available from the Android or iPhone stores.

Some businesses are already using QR codes to collect customer details as they are convenient for businesses and customers. They provide a hygienic, contactless way of signing into a venue.

Businesses using a QR code check-in system should have an alternative form of electronic check-in for patrons without smartphones.

- ☞ Print and SAVE a copy of the QR code as well for future reference.



-  Please have a look at the resources available on the website and ensure that your resources and signage is up to date as some of the information has changed.



Help with your COVID-19 Safety Plan


This information might be useful in helping you complete your COVID-19 Safety Plan.

- [Collecting customer details](#)
- [QR codes](#)
- [Recover QR code for registered business](#)
- [About COVID-19 Safe Hygiene Marshals](#)
- [Franchises, chains and organisations with multiple addresses](#)
- [Posters and signage for business](#)



NSW Health guidance


Advice and rules from NSW Health your business needs to be aware of.

- [Physical distancing](#)
- [Four square metre rule](#)
- [Face masks](#)
- [Self-isolation and quarantine](#)
- [Cleaning and disinfection in the workplace](#) 
- [What to do if a COVID-19 case has been linked to your business or organisation](#)



Related information

Related COVID-19 information.

- [What you can and can't do under the rules](#)
- [Financial assistance for business and employers](#)
- [Business helplines and other support](#)
- [Planning COVID Safe major events](#)
- [Safe Work Australia cleaning and disinfection information](#) 
- [Infection prevention and control training](#)

- ☞ Business should be checking in all visitors, couriers, tradesman, staff, patients and anyone that accompanies them onto the premises. If a person does not have a device to check in, consider making a device such as a small tablet available for checking in. A person can check in for another person on their device.
- ☞ If there is no alternative a paper record should be kept however this should not be the preferred option as digital check-in is the standard, but some people will not have access to digital technology.

<https://www.nsw.gov.au/sites/default/files/2020-09/COVID-19-record-of-visitors-at-premises-form.pdf>

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We are happy to talk to your organisation about the process and support you with your COVID safety plan. For more information or to ask any questions please contact

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