



Customer  
Service

# COVID Safe Check-in

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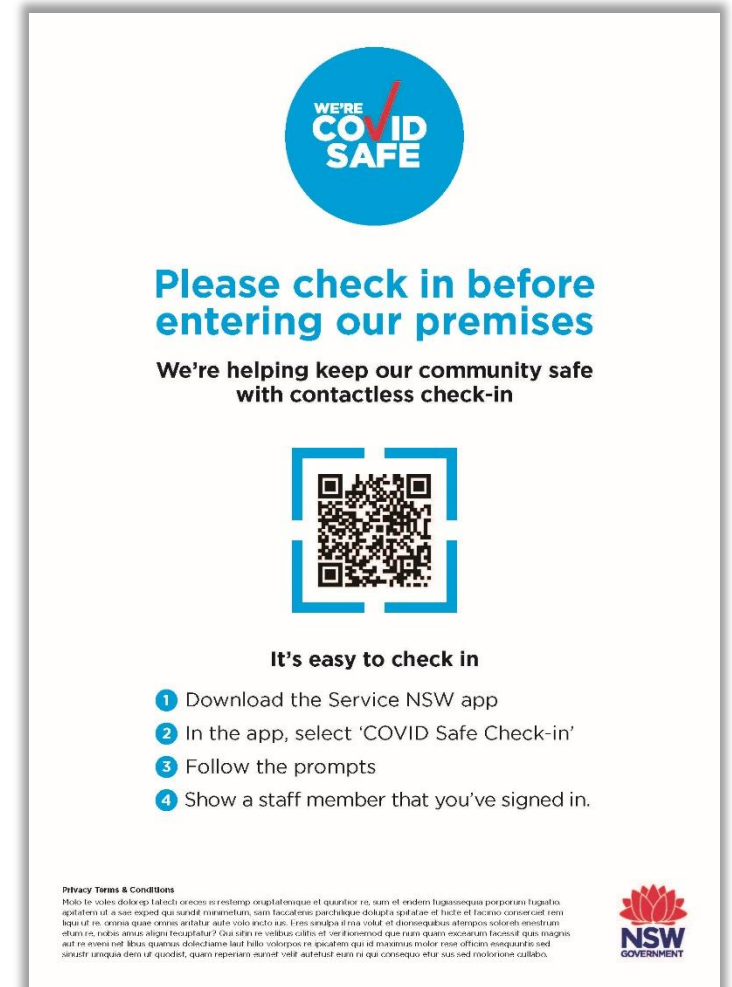
14 October 2020

[www.customerservice.nsw.gov.au](http://www.customerservice.nsw.gov.au)

# Background

- The NSW Government has launched a safe and easy digital check-in tool for businesses, venues and customers, **COVID Safe Check-in** – available on the Service NSW app.
- This helps organisations remain COVID Safe and meet requirements for collection and storage of customer details.
- Contact details are **stored securely** on a NSW Government database for the sole purpose of COVID-19 contact tracing. After 28 days, the data is destroyed.
- Access to the data is restricted to Service NSW and the Ministry of Health.


## Example of a QR code poster



**WE'RE COVID SAFE**

**Please check in before entering our premises**


We're helping keep our community safe with contactless check-in



**It's easy to check in**

- 1 Download the Service NSW app
- 2 In the app, select 'COVID Safe Check-in'
- 3 Follow the prompts
- 4 Show a staff member that you've signed in.

Privacy Terms & Conditions



# How does the COVID Safe Check-in work?

## Businesses & organisations

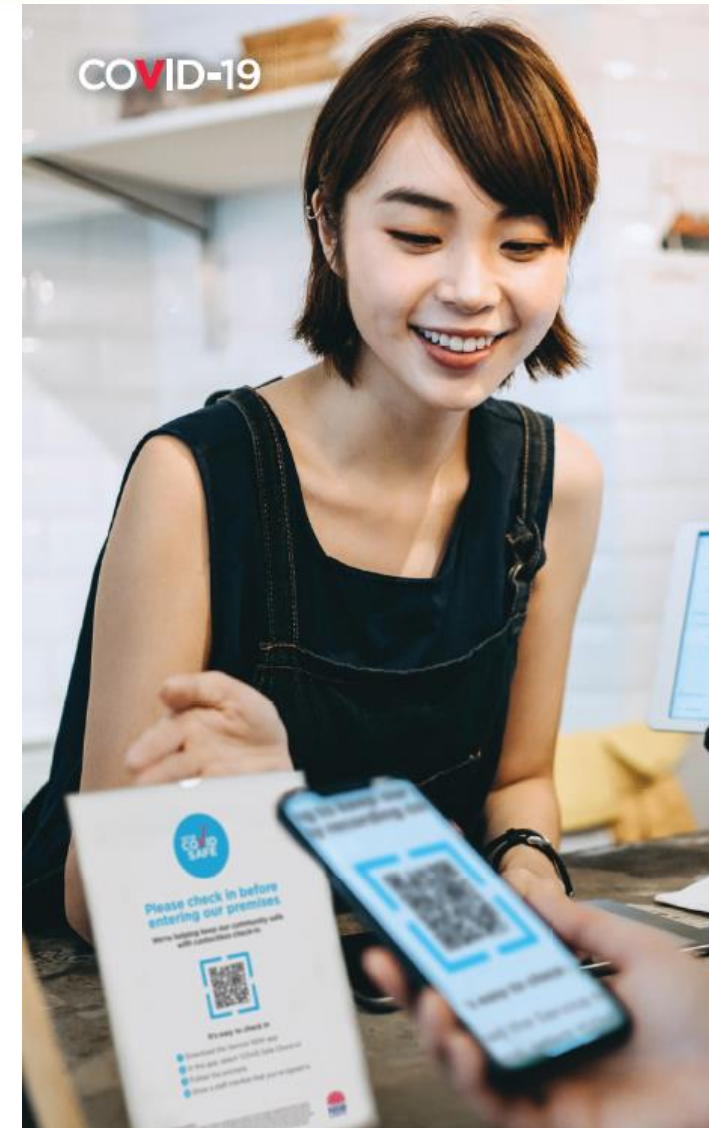
Businesses or organisations register as COVID Safe at [nsw.gov.au](https://nsw.gov.au)

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 & organisations

- 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** - customers can sign into a business easily, with or without a MyServiceNSW account.
- **Contactless** (no pen sharing).
- Customers don't need to repeatedly provide personal information at each check-in.
- Customers 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.

# How can sport and recreation support the use of COVID Safe Check-in?

- Using COVID Safe Check-in at sport and recreation venues and events demonstrates your commitment to safety to your customers and communities.
- Consistency of COVID Safe practices at venues and events across NSW will help build customer and community confidence, and collectively support sport and recreation to continue.
- Promoting use of the COVID Safe Check-in tool to the teams and communities you connect with helps keep the whole community safe, by assisting NSW Health contact trace in the event of any COVID-19 cases.
- **Key benefit:** Using Check-in takes the burden off organisations by providing an easy, secure way to meet requirements for the collection and storage of customer contact details.

# Communications support

- Advertising awareness campaign
- QR code posters
- Social media
- Videos for:
  - [Consumers](#)
  - [Businesses](#)
- Reach out to us with any questions

## Examples of social media

