



Contact Tracing Update Frequently Asked Questions (FAQs)

Which businesses are required to maintain a contact register?

From 5 December 2020, the following businesses will be required to maintain contact registers for the purposes of WA Health Department COVID-19 contact tracing, should it be required:

- food and licensed venues (restaurants, cafés, bars, pubs, taverns, nightclubs)
- gyms, indoor sporting centres and pools
- places of worship and funeral parlours
- beauty and personal care services including hairdressers and barbers
- galleries and museums
- cinemas, theatres and other entertainment venues
- auction houses and real estate inspections
- community facilities, libraries and halls
- zoos and amusement parks
- function centres
- accommodation facilities that already have check-in arrangements in place (i.e. hostels, hotels, large camp grounds).

Contact registration is encouraged, but not mandatory for other businesses and gatherings.

How do I register contacts – which modes of registration are acceptable?

The requirement to register contacts for indoor sports centres is mandatory. However, you collect the necessary details, you can decide the method best suited to your operations and patrons.

The use of the free **SafeWA contact register app** is encouraged, because it is easy to use, hygienic, protects patrons' privacy and is efficient for contact tracing.

However, you must also ensure they have an **alternative (manual) method** of registering patron details, such as a paper-based register. This will ensure access to the premises is inclusive and allows patrons that may not have access or choose not to use the electronic register to have an alternative registration method. I have attached a **suggested format for businesses** to use for paper-based registers.

If you are using team lists to maintain a contact register, make sure all players, coaches, officials and volunteer's names and phone numbers are recorded and able to be accessed by the venue manager. The date, time and location also needs to be listed.

You should maintain a record of the team sheets in a safe and secure location for at least 28 days.

What information do I need to record in a contact register?

The contact register must record the **name, contact telephone number, location, date and arrival time** of patrons.

Do I need to record the details of everyone that visits my premises?

Any person aged 16 years and over who attends a business, place or premises, listed above, including patrons, staff, volunteers and contractors, will be required to register their contact details.

Unaccompanied children under 16 are encouraged but not required to register. Adults accompanying children under 16 are encouraged to register for them.

Who is responsible for maintaining the contact register?

The owner, occupier or person otherwise in charge of the premises is required to maintain a contact register.

If a local hall is hired for a function, the person organising the function is responsible for maintaining the register for the period of the function. After the function, they will need to provide the contact register to venue management.

What is a QR code and how do I get it?

A QR code is just like a barcode, with information that can be read by a smart-phone/tablet camera. The WA Government will provide businesses with free QR codes to display in their premises when a business chooses to use the SafeWA contact register app.

To obtain the QR code, you need to download the free SafeWA app from the **Apple App Store** or **Google Play** and register your business/venue(s). You will then receive a welcome pack which includes supporting information and a unique QR code for each venue.

Patrons and visitors will also be able to download the SafeWA app from the Apple App Store or the Google Play Store. Through the app, they can use their smartphone to scan the QR code on arrival to check in and register their contact details.

QR codes are convenient for businesses and patrons. They provide a hygienic, contactless way of signing in to a venue, allowing for seamless check in.

Where do I find my SafeWA QR code/s?

If you have registered your business through the SafeWA app, you will be emailed an information pack with your unique QR code/s and poster. Your QR code is also displayed when you log in to your SafeWA app.

Do I need to record contact details of my staff?

Yes, you are required to record the contact details of your staff, and any volunteers or contractors.

How long do I have to keep contact register records?

Contact register records must be kept for 28 days.

How should we store contact information?

If your organisation uses the SafeWA contact register app, the data collected goes directly to WA Health. **This means the data does not have to be stored by your business** and it is readily available for WA Health to access if it becomes necessary for contact tracing.

If your business uses paper-based or electronic sign-in forms (or other methods) for contact registration, **it is your responsibility** as the owner/occupier to ensure that patron contact details are stored in a secure and confidential location.

This should be done in a manner that facilitates efficient retrieval for a specified date if requested by an Authorised Officer, and cannot be reviewed or tampered with by other patrons.

You will need to make sure that they comply with any legal obligations you have in relation to the collection, storage and use of personal information.

What happens if we do not maintain a contact register?

What are the penalties?

It will be a legal requirement for indoor sport venues to keep a contact register.

Businesses that put the community at risk in this way risk penalties under the Emergency Management Act 2005, including a fine of up to \$50,000 for an individual and \$250,000 for a body corporate, or 12 months imprisonment. Infringement notices can also be issued.

Penalties also apply to businesses for:

- not being able to produce contact records with the required information in the required time frame (three hours or as otherwise as reasonably practicable) or
- using contact details for purposes other than contact tracing, unless otherwise permitted by law.

Individual patrons will also face penalties for providing false information in connection with the provision of contact details (individuals).

Am I responsible for ensuring contact information provided by patrons is accurate?

There is no requirement for you to verify the accuracy of information provided.

Can I refuse entry to patrons who refuse to provide contact details?

You are encouraged to exercise your existing legal rights to control who enters their premises by refusing entry to individuals who refuse to provide their contact details.

There will be no penalty for businesses that do not refuse entry to patrons that do not register.

Does my business have to record details of minors who attend my premise?

If young people under 16 years attend your business unaccompanied by an adult, they should be encouraged but are not required to provide their contact details.

Adult patrons should register accompanied minors under 16 years of age.

How will compliance be checked?

Authorised officers may inspect premises to ensure requirements for contact registers are complied with. A business or organisation must provide contact register information to an authorised officer within three hours or as soon as practicable after they are requested to do so.

Where do I put the QR code at my business?

Your QR code should be displayed in a prominent position at your premises where your patrons can easily view and scan the code, preferably at the entrance/s.

You may display the QR code in multiple locations to make it easy for your patrons to check-in, for example at the entrance/s to the premises and at the service counter.

How many people can I register for my organisation as administrators of the app?

Each business can register a primary contact and a secondary contact. This enables WA Health to contact the relevant organisation if contact tracing is required.