

COVID Safe Check-In: Frequently asked questions for the community

What is COVID SAfe Check-In?

COVID SAfe Check-In is a feature that has been added to the free mySA GOV app. If someone in South Australia tests positive to COVID-19, the COVID SAfe Check-In enables SA Health to quickly contact others who may have been exposed to the virus and stop the spread of COVID-19.

How does COVID SAfe Check-In work?

You can [download the mySA GOV app](#) using your smart phone. In the mySA GOV app, select the COVID SAfe Check-In tile at the bottom of the app's homepage when you arrive at a venue or business, and follow the prompts to scan their unique QR code and check in. You will get confirmation that you have checked in successfully.

You are **not** required to login with mySA GOV to use the COVID SAfe Check-In feature.

Where do I need to use the COVID SAfe Check-In?

Under the [General Activities Direction](#), any place at which a defined public activity is conducted, general retail industry premises, passenger transport services and gatherings of 51 to 200 people at a residential premises (if permitted), must use an approved contact tracing system (e.g. COVID SAfe Check-In).

This includes:

- businesses where there is onsite purchase and consumption of food or beverages (whether occurring in an indoor or outdoor area)
- sport (including sports training), fitness or recreation activities
- indoor public meetings
- ceremonies
- public assemblies
- personal care services
- public entertainment venues
- recreational transport
- nightclubs
- relevant licensed premises
- casinos or gaming areas
- auctions and inspections of premises for the purpose of sale or rental of any property
- driver instruction
- health care, residential care, disability support or aged care services, but not including the provision of services at a residential aged care facility
- the onsite purchase and consumption of shisha
- public transport
- taxis and rideshare
- premises in which the retail sale or hire of goods or services for personal, household or business consumption occurs and where the sale or hire involves customers who are physically present.

Under the [Cross Border Travel Direction](#), all travellers who arrive at Adelaide Airport are required to use the COVID SAfe Check-In once they get off of their incoming flight.

All South Australian schools and preschools now have COVID SAfe Check-In QR codes. All adults (including staff and parents) are expected to use COVID SAfe Check-In when entering school and preschool buildings.

Children and students (including adult students) do not need to check in. Their attendance is recorded and can be easily made available to SA Health for contact tracing purposes.

Do I have to use COVID SAfe Check-In on public transport or in a taxi or rideshare?

Yes. Where the QR codes are present, a person must check in. Written records are not required if there is no QR code or a person does not have a smartphone, however, people travelling on public transport are encouraged to use a registered MetroCard.

Why are my details being collected?

Using COVID SAfe Check-In only takes seconds to complete but helps play a big part in keeping your friends, family and broader community COVID safe.

If someone in South Australia tests positive to COVID-19, the COVID SAfe Check-In will enable SA Health to quickly identify and contact others who visited the same place at the same time and may have been exposed to the virus. The information will only be used for official contact tracing purposes or for managing the COVID-19 pandemic.

The COVID SAfe Check-In is one of the most important tools we have in tracing the potential spread of COVID-19 during an exposure or outbreak. When an outbreak occurs, if everyone has been checking in consistently, we are less likely to need measures like widespread requirements for isolation, lockdowns and border closures.

COVID SAfe Check-In has significantly contributed to the easing of restrictions so that we can all keep doing the things we love. But, we need your help to protect the community. Having COVID SAfe Check-In only helps us if we all use it.

How do I get the mySA GOV app?

Download the app from [Apple App Store](#) or [Google Play](#).

Do I need to log in or sign up to a mySA GOV account to use COVID SAfe Check-In?

No, you are not required to sign up for a mySA GOV account to use the COVID SAfe Check-In. You also do not need to provide a driver's licence or vehicle registration details to use it.

What details will be collected?

Your name, phone number and date and time of visit are collected.

Do I need to enter my contact details each time I check in?

When you first enter the COVID SAfe Check-In tile, you will be asked to fill in your details and mobile number. You will then get a text message with a unique code to enter in to the app. This is to verify your phone number. You won't have to do this every time you check-in, however, occasionally the app may require you to re-enter your details and verify your phone number with a unique code.

Do I need to check in when arriving at work?

Yes, if you work at a business at which a defined public activity is conducted, a general retail industry premises or on a passenger transport service you will need to check in. This includes if you are collecting goods from or delivering goods to these businesses.

Do I use the COVID SAfe Check-In to check out of a business or venue?

No, it is just a check in feature at this stage.

Why should I scan the QR code using the app and not through my camera?

The app is more secure and you only have to put your details in once. If you do not have the app and scan the QR code with your camera you will be sent to a web browser and will have to type in your details every time.

It will also ensure the QR code scans into the official contact tracing system and will enable contact tracers to contact you quickly if you have attended the same business or venue as someone who tests positive to COVID-19.

If you try to scan a QR code that is not linked to South Australia's approved contact tracing system, the code will not work within the app. If you use your smart phone's camera to scan a QR code that is not linked to South Australia's approved contact tracing system, it will take you to a third-party website.

How will my information be kept safe?

The mySA GOV app securely collects limited personal information as you check in at the business or venue. The data is securely stored in a government secured and encrypted database. Your details will only be released to SA Health if required for official contact tracing purposes or for managing the COVID-19 pandemic.

Any business/place/activity collecting physical contact tracing records must ensure that the records are kept in a manner which reduces the risk of them being copied, photographed or used by another person (other than an authorised officer).

It is a legal requirement that relevant contact details captured via COVID SAfe Check-In or physical contact tracing records maintained by a business/place/activity are retained for 28 days and then destroyed within the 7 days following this.

How long will my details be kept for?

Your details will be retained for 28 days and then destroyed within the 7 days following this.

These details will only be released to SA Health if required for official contact tracing purposes or for managing the COVID-19 pandemic. If your data is required to be used, it is managed as a confidential health record and protected under the Health Care Act 2008.

Do I have to use the COVID SAfe Check-In?

Yes, all people entering a business/place/activity with a COVID SAfe Check-In QR code must ensure that they scan in, or provide their details on paper records, upon entry or as soon as reasonably practicable after entry. If you choose not to provide your details, you may be refused entry or incur a fine.

In the event that there is no QR code or a person does not have a smartphone on passenger transport services, written records are not required.

How will compliance be checked?

The last check-in can be viewed on the mySA GOV app by selecting the 'COVID-SAfe Check-in' button and then selecting the 'Open Last Check-in' button and people may be asked to show this.

What if I don't have a smart phone?

If you don't have a smart phone you are still required to provide your relevant contact details on a paper record, available as a back-up for people who don't have a smart phone (except for passenger transport services). Please take care when completing a paper record to make sure your handwriting can be read.

What if there is no internet connection at the business or venue or I'm experiencing technical issues using the app?

You are still required to provide your relevant contact details on a paper record, available as a back-up for people who don't have a smart phone or in case of other technical difficulties (except for passenger transport services). Please take care when completing a paper record to make sure your handwriting can be read.

If I attend a business with my family, can one family member check in or are all members required to check in?

Every person attending is required to check in.

Circumstances in which it might not be possible for the person entering a place to provide their contact details include when a person is unable to communicate that information to the venue in written or verbal form. A companion of the person entering or a staff member at the business may record or provide the relevant contact details on behalf of the person entering. Parents or guardians/caregivers can either use the COVID SAfe Check-In or the paper record to check in for their children.

Can I check in for another person using my smartphone?

Yes. Once you have checked in for yourself, you can check in for another person by rescanning the QR code with your smartphone and changing the name to the person you are checking in for. You will then be sent a verification code which you will need to enter into the app to check in for the additional person. Please note that when you next go to use COVID SAfe Check-In it will display the name of the last person you checked in so you will need to change this back to your name.

Do interstate travellers need to download the mySA GOV app?

Yes, anyone wanting to attend a business/place/activity with COVID SAfe Check-In in South Australia will need to download and check in using the mySA GOV app, including people travelling from interstate.

All travellers who arrive at Adelaide Airport are also required to check in via the COVID SAfe Check-In once they get off of their incoming flight. If they are unable to download the app, travellers should use their smartphone camera until they are able to do so. For travellers who do not have a smartphone, they must provide their relevant contact details to a person authorised or required to collect such contact details.

How do I scan a QR code if there isn't enough lighting around it?

If you are struggling to scan a COVID SAfe Check-In QR code due to lack of lighting, someone can use their smartphone's torch or flashlight function pointed towards the QR code while you scan it.

How can I access technical support?

If you're experiencing issues with the mySA GOV app, or require further information, contact Service SA on 1300 450 422 (Monday to Friday) during business hours.

Does the COVID SAfe Check-In replace the federal COVIDSafe app?

No, the COVID SAfe Check-In feature on the mySA GOV app is to help businesses comply with record-keeping regarding who has attended their premises. This information is only accessible to SA Health for contact tracing purposes or for managing the COVID-19 pandemic.

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