



Victor Dominello
Minister for Customer Service

MEDIA RELEASE

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DIGITAL REGISTRATION TO BE MANDATED FROM 23 NOVEMBER

The NSW Government is urging venues to put the safety of customers and staff first and have a system for digital registration such as a QR code that records patrons' names and contact details in place by 23 November, or risk facing penalties.

Minister for Customer Service Victor Dominello said digital registration, including QR codes, is fast, accurate and will give customers more confidence during a pandemic.

"Any business that is serious about safety should be using digital registration, such as a QR code or other method of capturing contact details electronically. There are no excuses," Mr Dominello said.

"We can't respond to a pandemic with paper. We must be fast and precise and digital is the best way forward.

"We have to move away from the walk-in culture to the check-in culture. This is about building resilience as we continue to open up as safely as possible heading into summer.

"The overwhelming majority of businesses do the right thing but inspectors have told us that some just don't get it and have inadequate check-in systems.

"Complacency is our greatest threat and any business that thinks they are above the law will face serious penalties.

"I strongly encourage businesses to download a free NSW Government QR code and for customers to use the COVID Safe Check In through the Service NSW app.

"So far more than 16,000 businesses have used a NSW Government QR code and 94 per cent of customers have given the COVID Safe Check In the thumbs up."

Scanning a NSW Government QR code captures the business name, address and the customer's contact details. The information is securely stored for 28 days for the sole purpose of contact tracing and can be instantly accessed by NSW Health in the event of an outbreak. After this time, it will be destroyed.

For customers who do not have access to a smartphone, venues are encouraged to record their contact details and time of entry using a digital device.

If there is an internet outage, venues can manually acquire details digitally, for

example in Excel.

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Digital registration will be mandatory for the following venues from 23 November:

- Amusement Centres
- Aquariums
- Business premises that are used for auction houses, other than clearing houses
- Business premises that are used for nail salons, beauty salons, hairdressing salons, waxing salons, tanning salons, spas, tattoo parlours and massage parlours
- Crematoria
- Drive-in cinemas
- Entertainment facilities
- Hospitality venues:
 - Casinos (all persons entering the premises)
 - Food and drink premises (all persons consuming food or drink on the premises, plus staff and contractors)
 - Micro-breweries, small distilleries holding a drink on-premises authorisation under the *Liquor Act 2007* or cellar door premises (all persons consuming food or drink on the premises, plus staff and contractors)
 - Pubs, small bars and registered clubs (all persons entering the premises, but not if they are entering the premises solely for the purpose of collecting food or drink to consume off the premises)
- Function centres
- Funeral homes
- Information and education facilities (other than libraries)
- Party buses
- Properties operated by the National Trust or the Historic Houses Trust
- Public swimming pools
- Recreation facilities (indoor)
- Recreation facilities (major)
- Sex on premises venues
- Sex services premises
- Strip clubs
- Vessels used for hosting functions or for commercial tours
- Zoological parks and reptile parks

Events

- Corporate events
- Funerals and memorial services and gathering after funerals and memorial services
- Wedding services and gatherings after wedding services