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MEDIA RELEASE

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EXPANDED COVID-SAFE CHECK-IN MANDATE TAKES EFFECT

Customers and businesses are reminded that from today the use of the NSW Government's COVID-Safe Check-In will be mandatory at most workplaces and retail businesses in the State.

Minister for Digital and Customer Service Victor Dominello said check-in information from these additional venues is critical to support the work of NSW Health contact tracing teams in the fight against the highly contagious Delta variant of COVID-19.

"This is a proportionate and critical step in bringing the pandemic under control and getting the community out of lockdown. We need to think of checking in as a reflex action when visiting venues," Mr Dominello said.

"These measures will enable us to identify exposure sites with greater precision and speed and ensure contact tracers have instant access to reliable customer records to help keep the community safe.

"The Service NSW app is easy to use, safe and fast. It only takes seconds to scan the QR code and for businesses to check the green tick."

The expanded check-in rules will also apply to staff and visitors such as maintenance workers, cleaners, and delivery drivers.

Hospitality businesses will also need to extend the use of the COVID-Safe Check-In to all customers including for takeaway orders.

Businesses that fail to comply with the new Public Health Order requirements may be subject to fines and in case of repeated breaches, temporary closure orders.

"While most businesses and customers do the right thing, anything less than gold standard is not good enough. We have a shared responsibility to keep the community safe," Mr Dominello said.

"We will not tolerate businesses and customers who refuse to comply with the mandate. Inspectors have been asked to monitor the situation alongside the NSW Police.

"Customers are ready for this. There are more than 5.7 million active users of the Service NSW app, which is the overwhelming majority of the adult population."

The information captured by the COVID-Safe Check-In can only be accessed by NSW Health for the purpose of contact tracing. It is deleted after 28 days.

More information regarding the expanded COVID-Safe Check In mandate including affected businesses and industries can be found on nsw.gov.au.

Businesses who need to register for the NSW Government QR code can find the application form and more information at <https://www.nsw.gov.au/register-your-business-as-covid-safe>

For those without a digital device, businesses must provide a tablet or other device to assist customers complete the online check in form.