

STAKEHOLDER PACK

Electronic Record Keeping
Victorian Government QR Code Service

May 2021



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Introduction

Keeping Victoria safe is up to **all** of us. Because when we Stay Safe, we Stay Open.

Good record keeping is vital to limit the spread of COVID-19. Electronic record keeping using QR codes is the best system to help us Stay Safe and Stay Open.

You can help by:

- sharing this stakeholder pack with Victorian businesses by email, social media or messaging apps like WhatsApp, WeChat, and Messenger
- directing people to the Victorian Government's COVID-19 website for current information and updates at www.coronavirus.vic.gov.au/guidance-sectors
- downloading, printing and displaying signage from www.coronavirus.vic.gov.au/signs-posters-and-templates

Safety requirements are now in place



And avoid moving seats and tables closer to each other.

STAY SAFE
STAY OPEN

Keep up to date at CORONAVIRUS.vic.gov.au

Authorised by the Victorian Government, 1 Treasury Place, Melbourne



Electronic record keeping is required in some settings

Most customer-facing venues and facilities are **required to use** the free [Victorian Government QR Code Service](#) for electronic record keeping.

The following settings **must** use the free Victorian QR Code Service to operate:

- Hospitality, including food and drink facilities, such as cafes, restaurants, pubs, bars, clubs and hotels
- Indoor physical recreation and community sport
- Outdoor physical recreation and community sport
- Pools, spas, saunas, steam rooms and springs
- Ceremonies and religious gatherings, including places of worship
- Weddings: Record keeping requirements as per the venue where the wedding is held
- Funerals: Record keeping requirements as per the venue where the funeral is held
- Community venues and facilities including libraries and toy libraries

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Electronic record keeping is required in some settings

The following settings **must** use the free Victorian QR Code Service to operate:

- Creative arts facilities such as art studios, music studios and rehearsal rooms
- Real estate inspections and auctions
- Seated entertainment venues (indoors and outdoors)
- Indoor non-seated venues such as galleries
- Outdoor non-seated entertainment venues such as zoos, live museums
- Arcades, escape rooms, bingo centres
- Drive in cinemas
- Amusement parks
- Gaming (casinos, gaming machine areas, retail betting venues)
- Adult entertainment
- Nightclubs
- Karaoke
- Hairdressing, beauty and personal care services
- Accommodation (visitors in shared, communal spaces)

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Electronic record keeping is required in some settings

The following settings **must** use the free Victorian Government QR Code Service to operate:

- Commercial tourism operators including, but not limited to:
- Guided tours of museums, galleries, historic locations
- Adventure sports (ballooning, abseiling, rock climbing, canoeing, kayaking)
- Marine based tours (kayaking, scuba, fishing, surfing)
- Commercial passenger vehicles

The complete list of businesses required to use electronic record keeping is available at www.coronavirus.vic.gov.au/record-keeping-contact-tracing-information-business

It's important that businesses **actively encourage clients, customers and visitors to check in on arrival** to help keep Victoria safe.

More information can be found on the Victorian Government's COVID-19 website: www.coronavirus.vic.gov.au/guidance-sectors

Electronic record keeping is highly recommended in some settings

The **following settings** are **highly recommended** to use the [free Victorian Government QR Code Service](#):

- Supermarkets
- Markets
- Retail
- Shopping centres

All other venues and businesses not on these lists **are encouraged to use** the free Victorian Government QR Code Service to record keep.

Victorian Government QR Code Service

Victorian businesses can use the free [Victorian Government QR Code Service](#) to register the details of everyone who visits their workplace or venue. There is no cost and it is simple to download and use.

The free Victorian Government QR Code Service helps contact tracers respond quickly to a positive case of COVID-19. Businesses must make every effort to encourage visitors and customers to check in on arrival.

Using the Victorian Government's QR Code Service is easy.

Step 1: [Register your business.](#)

Step 2: Download, print and display your QR code.

Step 3: Get visitors to scan the code with their smartphones and check in.

All Victorian businesses must have a [COVIDSafe Plan](#) in place.

There are a range of [templates, questionnaires, signage and posters](#) to assist businesses, staff and customers to maintain a COVIDSafe workplace.

Victorian Government Visitation API (Application Programming Interface)

From 28 May 2021, venues and facilities currently using a Victorian Government Application Programming Interface (API) linked digital record keeping system **must use the Victorian Government QR Code Service.**

For instructions on how to switch, please go to coronavirus.vic.gov.au/qr-codes-and-digital-record-keeping-contact-tracing

The Victorian Government is communicating with third party providers who engaged with the Visitation API process, to ensure continued strong management of any check-in data held during this new three-week transition and implementation period.

What you need to do

If you are:

- already **using the free [Victorian Government QR Code Service](#)** for your record-keeping, **you do not need to do anything**. The Victorian Government QR Code Service already integrates with the Department of Health contact tracing system.
- **not using** the Victorian Government QR Code Service, simply **[register online](#)**. It is free and easy to use for record keeping.

To discuss your situation or to get help with complying with the directions, contact [Business Victoria](#) or call 1800 675 398.

Density quotient requirements

Density quotients have been removed for outdoor non-seated venues such as recreation facilities, community sport, pools, tourism services and non-seated outdoor entertainment, for example zoos. Existing COVIDSafe requirements still apply, supported by use of the Victorian Government QR Code Service.

Businesses are required to assist with visitor check-ins and to ensure that all visitors have checked in using the Victorian Government QR code service.

From 28 May density quotients of one person per two square metres will be lifted for small-to-medium sized venues across the state.

These venues can have up to 200 people per space without any density limit, provided COVID Marshals are on site ensuring all patrons are checking in to each space.

These changes will **apply for spaces that are 400 square metres or less.**

Larger spaces still need to observe density limits.

To discuss your situation or to get help with complying with the directions, contact Business Victoria or call 1800 675 398.

COVID Marshals

The COVID Marshal is an important role that keeps workplaces COVIDSafe at all times.

COVID Marshals are responsible for monitoring a site's compliance with their [COVIDSafe Plan](#) and additional industry-specific obligations.

They play a vital role in supporting workers to follow [COVIDSafe principles](#), and look for ways to continually improve the execution of a business's COVIDSafe Plan and additional industry-specific obligations — including entry screening, physical distancing, personal protective equipment (PPE), workplace bubbles, hygiene, cleaning and **record-keeping requirements**.

This is to help keep the workplace safe and open, protecting employees, customers and their families.

For detailed information visit coronavirus.vic.gov.au/covid-marshals

To discuss your situation or to get help with complying with the directions, contact [Business Victoria](#) or call 1800 675 398.

QR code key messages — please share with your networks

The better our record keeping, the faster we can trace possible cases of COVID-19.

Using the free Victorian Government QR Code Service supports us to stay safe and stay open.

Staff should actively encourage patrons to check-in on arrival.

From 28 May 2021, venues and facilities currently using a Victorian Government Application Programming Interface (API) linked digital record keeping system must use the Victorian Government QR Code Service.

More information about the Victorian Government QR Code Service is available at coronavirus.vic.gov.au/QRcode, or by calling Business Victoria on 13 22 15.

Where to get more information



For more information, visit [coronavirus.vic.gov.au/QRcode](https://www.coronavirus.vic.gov.au/QRcode) or call the Business Victoria Hotline on 13 22 15

You can request a free translator if needed.



Play your part to help us stay safe and stay open by downloading, printing and displaying signage:

<https://www.coronavirus.vic.gov.au/signs-posters-and-templates>



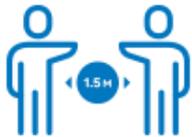
[COVIDSafe Plan template](#) (downloadable PDF and accessible)

[COVID workplace attendance register](#) (downloadable document)

Where to get more information



Follow the correct cleaning guidelines and keep logs of cleaning times. Find out more: www.coronavirus.vic.gov.au/preventing-infection-workplace#slowing-the-spread-of-coronavirus-covid-19



Stay safe in the workplace by following the six COVIDSafe principles. Find out more: www.coronavirus.vic.gov.au/six-principles-covidsafe-workplaces



Keep up to date with the latest face mask advice: www.coronavirus.vic.gov.au/face-masks

For more information visit:

<https://www.coronavirus.vic.gov.au/QRcode>

www.coronavirus.vic.gov.au/guidance-sectors