

# CONTACT REGISTRATION

## Frequently Asked Questions

3 December 2020

### What is contact registration?

Contact registration is the process of collecting people's contact details and providing them to the WA Government to ensure the Department of Health has the information to make quick and easy contact with people who may have been in the same location, at the same time, as a person who tests positive to COVID-19 in the community.

### Does contact registration apply to Crown?

Yes. The WA Government has announced that particular WA businesses and venues, including Crown, are required to record the contact details of each person who attends its premises.

Visitors are required to provide their contact details through the use of the WA Government's SafeWA app by scanning a unique QR code using a mobile device (e.g. smart phone) prior to entering a relevant venue or area. These unique QR codes are displayed prominently at designated entry points.

### Why do I have to provide my contact details when I visit Crown?

Your personal details are being collected to support public health efforts to reduce the risk of an uncontrolled COVID-19 outbreak in WA. Providing your contact details helps make contact tracing more efficient, if it becomes necessary. This helps stop the spread of the COVID-19 infection.

### What is the SafeWA app?

SafeWA is the WA Government's free and contactless online contact registration app.

### What information is collected by the SafeWA app for contact registration?

The SafeWA app will collect your name, phone number, location, date and arrival time at a venue.

### What is a QR code?

A QR code is a two-dimensional version of a barcode used on a variety of mobile device operating systems (similar to the one shown to the right). The camera app on your device is able to scan the QR code to convey information and will register your attendance at the venue.



### How do I get the SafeWA app?

To assist with contact registration, please follow these steps:



#### STEP 1: DOWNLOAD AND OPEN

Download the SafeWA contact register app from the App Store, Google Play or via the SafeWA website. Enter your information and create a password. You'll then receive a security PIN via SMS to verify your account.



#### STEP 2: SCAN THE QR CODE

Using the app, scan the QR code located at relevant venues across Crown. Do not click 'Done' after registering until after you leave Crown. Clicking 'Done' will remove your check-in pass from the app and you will be required to register again.



#### STEP 3: SHOW

Present your check-in pass to staff upon entry.



#### STEP 4: SANITISE

Please sanitise your hands before entering the venue.



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### **What if I don't have a smart phone or forget my phone?**

When a customer is unable to scan a QR code, their contact details will be obtained and entered manually using a secure contact registration iPad. A manual contact registration iPad is available at a variety of check-in locations across Crown.

### **What will happen if I don't register my contact details?**

Contact registration is mandatory and a requirement of entry to Crown venues. Unfortunately, if you do not register your contact details you will not be permitted entry to the relevant venue.

Authorised officers from the Department of Health may inspect venues including Crown to ensure requirements for contact registration are being complied with. Failing to comply could result in fines and penalties of up to \$50,000 for an individual and \$250,000 for companies or 12 months' imprisonment.

### **What happens to my personal data?**

Records collected through the SafeWA app are encrypted and stored securely by the WA Government's service provider. Only authorised WA Health personnel involved in contact tracing will have access to the information if a positive COVID-19 case is detected.

Data will only be kept for a maximum of 28 days and will not be available to the service provider, other government entities nor third party marketing agencies or otherwise disclose except as permitted or required by law.

### **I'm concerned about Crown using my personal details to market their products to me. What will Crown do with my personal details?**

Your personal details are being collected to support public health efforts to reduce the risk of COVID-19 spreading in WA.

If you enter using the free, secure SafeWA contact register app, the data collected goes directly to WA Health. This means that data is not used by Crown and it is readily available for WA Health to access if it becomes necessary for contact tracing.

### **I've booked a restaurant, hotel or theatre ticket online and provided my contact details, do I still need to scan a QR code when I arrive?**

Yes. The contact register is a separate data repository and is different to the booking systems used by Crown.

Separate to the booking process, you will also be asked to provide your name, contact telephone number, location, date and arrival time by scanning the QR code displayed at the venue you are visiting, using the SafeWA app.

### **Do I need to register my whole family if we attend Crown?**

If you are visiting a relevant venue at Crown as a family, all individuals aged 16 years and over in your group will need to register their children's contact details however, any children in your group (under 16 years) do not need to register their details. Adults that accompany children under 16 are encouraged to register their details.

### **Are there any exemptions to contact registration?**

Scanning is not required for patrons collecting takeaway food or beverages or children under 16 years.

### **Who can I contact if I have questions about contact registration in Western Australia?**

Further information can be obtained by calling 13COVID (13 26843) or visiting [www.wa.gov.au/government/publications/covid-19-coronavirus-contact-registers-patrons-frequently-asked-questions](http://www.wa.gov.au/government/publications/covid-19-coronavirus-contact-registers-patrons-frequently-asked-questions).