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To help our contact tracers keep Victorians safe, all businesses are now required to use the Victorian Government's QR code through the Service Victoria app, and Victorians are required to check in everywhere, every time – even if they're visiting businesses for fewer than 15 minutes. QR code data is a key source of intelligence for Victoria's contact tracers. The more Victorians that check in, the faster the team can address outbreaks and ease any restrictions in the future. Businesses, including supermarkets, take-away shops and other retail settings are now required to use the Government's QR code through the Service Victoria app and to ensure their customers check-in upon arrival, even if they visit the venue for only a few minutes. For customers who are unable to check-in themselves, the Government has also developed a Kiosk Check-in service that allows businesses to check-in their customers via the Service Vic App. More than 4,800 locations across Victoria have the Kiosk Check-in service up and running with some venues setting up multiple devices. Over 94,000 check-ins have been made using the service in the past week. Workplaces are also expected to ensure their employees check in via the Service Victoria app when working on site. Some workplaces are exempt from this for practical reasons including schools, childcare or early childhood services and outside school hours care services in respect of all students, teachers and other school staff. Visitors, contractors or other workers will still be required to check in. Admitted or residential patients in hospitals or care facilities, ambulance workers, farms in respect of workers or others attending for work purposes and any work undertaken at a residential premise are also exempt. Workplaces have a further two weeks to comply with the QR Code requirement with an amnesty period running until 1 July. More than 178,000 Victorian businesses are currently using the free QR code service through the Service Victoria app, with more than 400,000 unique posters on display around shops and communities. QR codes will also be progressively rolled out across the public transport network, starting with stations and then moving onto rolling stock. The Victorian Government has today launched a new campaign calling on all Victorians to check-in everywhere, every time. The campaign will be live across TV, radio, print, social, digital and out-of-home media, and will be translated and tailored to culturally and linguistically diverse communities. By the end of this week, the campaign will be brought to life with a street team delivering on-the-ground engagement with businesses. The campaign will support businesses who have recently been mandated to check their customers in with the help they need to set up QR Codes and discuss how they can make it easier for people to check-in and be COVID-Safe. Some of the targeted areas for this work include: Chapel Street, Springvale Road, Victoria, Street, Sydney Road and regional centres such as Geelong, Ballarat, Bendigo and Shepparton. Failure to comply with Victoria's electronic record keeping requirements can result in an on-the-spot fine of $1,652.   For more information on record keeping visit Quotes attributable to Minister for Health Martin Foley "We appreciate the time and effort that businesses of all sizes across Victoria have put into implementing QR codes, and we thank for providing a COVIDSafe environment for their workers and their customers." "We ask Victorians to continue to be kind to staff as they ask you to check-in at your local shop, supermarket and other venues. Checking in everywhere, every time is the way to play your part in beating this virus." Quote attributable to Minister for Government Services Danny Pearson "The need for fast and accurate contact information about anyone who has visited a COVID-19 public exposure site is crucial in the fight against COVID-19. It protects you and your community by helping us to identify possible links between positive cases more quickly." 210617 - Everywhere Every Time - Checking In To Protect Victorians.pdf Victorian businesses found intentionally flouting the Chief Health Officer's rules – such as the requirement to use QR Code systems – will be slapped with a new $1,652 on-the-spot fine. Venues and facilities are required to maintain an electronic record-keeping system for all visitors – which is critical for ensuring quick contact tracing in the event of a new coronavirus case, as we have seen this week. During the Government's three-week COVIDSafe Blitz in April, more than 4,000 hospitality and retail businesses were checked for compliance across metropolitan and regional Victoria. More than 165 enforcement notices were issued throughout the operation and a further 300 verbal warnings – with common issues including failure to use QR codes, no COVIDSafe Plan and no density quotient signage. Enforcement checks over the past week alone continue to show a worrying trend of complacency, with 37 per cent of businesses visited flagged as non-compliant with QR code check-in rules. The new on-the-spot fine allows Authorised Officers to issue an immediate penalty which will deter businesses from intentionally ignoring Chief Health Officer rules and putting Victoria's hard-won gains at risk. Authorised officers will be out and about throughout May and June, targeting compliance with record-keeping and QR code requirements. Businesses not doing the right thing will be issued with the $1,652 fine, along with an Improvement Notice which triggers a follow up visit. Where there are repeated breaches, a further $9,913 fine can be issued and businesses may be prosecuted in court for continued, blatant or wilful non-compliance with the rules. This approach will ensure the focus continues to be on helping businesses to follow the rules, while still enforcing fines on blatant breaches. The new fine bolsters the mandatory switch to the free Victorian Government QR Code Service through the Service Victoria app from 28 May 2021. More than 91,000 Victorian organisations have signed up for the free Victorian Government QR Code Service across 125,000 different locations – with more than 21.5 million check-ins – an average of 280,000 a day. Quotes attributable to Acting Minister for Police and Emergency Services Danny Pearson "As we've seen this week, it's essential every Victorian checks in when visiting a business, to help contact tracers quickly find those who could be at risk of coronavirus exposure." "While most businesses are doing the right thing, those who aren't are letting down every Victorian who has sacrificed to get us where we are today." "This new on-the-spot $1652 fine sends a clear message that we will not tolerate any business ignoring its responsibility to help Victoria stay safe and stay open." 210513 - New Fine For Businesses Flouting QR Code Requirements.pdf Want to give your brand videos a cinematic edge? Join our visual experts and special guests for an info-packed hour of insights to elevate your next video project. Tune in on June 24 at 11am ET.Register NowHow can financial brands set themselves apart through visual storytelling? Our experts explain how.Learn MoreThe Motorsport Images Collections captures events from 1895 to today's most recent coverage.Discover The CollectionWant to give your brand videos a cinematic edge? Join our visual experts and special guests for an info-packed hour of insights to elevate your next video project. Tune in on June 24 at 11am ET.Register NowHow can financial brands set themselves apart through visual storytelling? Our experts explain how.Learn MoreThe Motorsport Images Collections captures events from 1895 to today's most recent coverage.Discover The CollectionWant to give your brand videos a cinematic edge? Join our visual experts and special guests for an info-packed hour of insights to elevate your next video project. Tune in on June 24 at 11am ET.Register NowHow can financial brands set themselves apart through visual storytelling? Our experts explain how.Learn MoreThe Motorsport Images Collections captures events from 1895 to today's most recent coverage.Discover The Collection As you may be aware, today the Victorian Government launched a new check-in system for businesses across Victoria. Victorian business owners across the state can now access a free QR Code Service which will help them to keep records of visitors. Businesses will only need to register their business, download and print a poster containing a Victorian Government QR Code, and display it prominently. Visitors simply need to scan the QR code using their smartphone, and their data will be held securely for 28 days unless it is requested by the Department of Health and Human Services (DHHS – to become the Department of Health on 1 February 2021). Use of the Victorian Government's QR Code Service is not mandatory, and businesses or venues that are currently using an existing market-led QR code solution may continue to do so. The Government is working on a system which will allow these systems to link directly into DHHS Contact Tracing systems as needed. By using QR code software, businesses will make it possible for contact tracers to obtain their required details within minutes of a positive case. Businesses may also continue to keep records using a non-QR-code method if preferred, except for smaller hospitality venues wishing to increase their density quotient to 1 person per 2 square metres – which are mandated to use QR codes. It would be greatly appreciated if you could please circulate the attached message to your members. This will help the Government to make businesses aware that the free QR Code Service is available and contribute towards Victoria staying safe and staying open. Kind regards Barbara Cullen Director | Small Business Victoria | Jobs, Innovation and Business Engagement Department of Jobs, Precincts and Regions With the new rules come new risks for our retail workers. Here are all the frequently asked questions by business owners about the Victoria QR code system and new check-in rules to ensure you stay compliant and avoid hefty fines. Why have these new rules been put in place? Escalated by the recent increase in exposure sites and restrictions, it is essential that businesses accurately collect contact information and get in touch with everyone who has visited a public exposure site. Which businesses are now required to register for a QR code check-in system? All of the following venues and facilities must register for a QR code using the free Victorian Government QR Service, and ensure all customers and visitors to the premise check in appropriately. victoria id checks As of Friday 4 June, all retail stores must ensure customers are checking in using QR codes, even if customers are there for less than the previous 15-minute threshold. 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 Service. For instructions on how to switch, please go to Register to use the Victorian Government QR Code Service. Venues and facilities required to use the free Victorian Government QR Code Service for record keeping are: Supermarkets Retail stores Retail shopping centres Markets or market stalls Hospitality (including food and drink facilities, such as cafes, restaurants, pubs, bars, clubs, nightclubs, karaoke and hotels except for takeaway service) Indoor physical recreation and community sport (including staffed and unstaffed gyms, play centres, indoor skateparks and indoor trampolining centres) Outdoor physical recreation and community sport facilities Pools, spas, saunas, steam rooms and springs (indoor and outdoor spaces, including water or non-water parts of the venue) Hairdressing, beauty and personal care services Accommodation (visitors in shared, communal spaces) 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 (not including outdoor skate parks, playgrounds, and other outdoor communal areas) Creative arts facilities 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 (brothels, sex on premises venues, sexually explicit entertainment) 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. These venues must also provide an alternative record keeping system for people who do not have or cannot use a device to scan the QR code. This could include making a service available for people to use (like an iPad). Providing a pen and paper for manual recording keeping is okay if electronic record keeping is temporarily unavailable – for example, an internet outage. For other venues not listed including supermarkets, markets, retail and shopping centres, using the free Victorian Government QR Code Service is highly recommended. Do customers need to check in at retail stores? Yes, all retail stores are now also required to register for the Victorian Government QR Code Service and ensure all customers are checking in. This includes: Supermarkets Retail stores Retail shopping centres Markets or market stalls. What if customers are only dropping off or picking up from a venue? As of Friday 4 June, customers entering a premise as listed above will be required to check in even if they are there for under 15 minutes. This means even if customers are just grabbing a takeaway, or an Uber Eats driver picking up a delivery, they will still be required to check in. This applies to everyone, whether it is an employee, customer or other visitors attending the venue on work duties. However, the Victorian Government has confirmed that no QR code check in is required for drive through at fast food restaurants. victoria id checks Are there penalties for non-compliance? Yes. If a business is showing any signs of aggression or abuse, it is important the workers on premise know how to act appropriately and handle the situation before it escalates to dangerous levels. Do you have any questions that weren't addressed in this article? Let us know. Send your question to info@ora.net.au and we'll help you stay COVID Safe. Share — copy and redistribute the material in any medium or format for any purpose, even commercially. Adapt — remix, transform, and build upon the material for any purpose, even commercially. The licensor cannot revoke these freedoms as long as you follow the license terms. Attribution — You must give appropriate credit, provide a link to the license, and indicate if changes were made . You may do so in any reasonable manner, but not in any way that suggests the licensor endorses you or your use. ShareAlike — If you remix, transform, or build upon the material, you must distribute your contributions under the same license as the original. No additional restrictions — You may not apply legal terms or technological measures that legally restrict others from doing anything the license permits. You do not have to comply with the license for elements of the material in the public domain or where your use is permitted by an applicable exception or limitation . No warranties are given. The license may not give you all of the permissions necessary for your intended use. For example, other rights such as publicity, privacy, or moral rights may limit how you use the material. You'll need the latest version of the Service Victoria app to scan the QR code on a COVID-19 digital certificate. Update the Service Victoria app in the App Store or Google Play. When you scan the QR code underneath the COVID-19 digital certificate with the latest version of the Service Victoria app, you can check if the certificate is authentic. Find more information from 'Add COVID-19 digital certificate' in the Service Victoria app'. Quick links Service Victoria Terms of Use Service Victoria Privacy and Security policy Extra privacy information for COVID-19 Check-in and digital certificates We're Service Victoria. We are the Victorian Government's customer service agency. Here's how to contact us. Why are we collecting this information? We're collecting your personal and health information so you can use your Service Victoria app to show your COVID-19 vaccination status. This will make it easier for you to show proof of your vaccination status, and to receive notifications when you're eligible to receive your next vaccination dose. We are authorised to do this under the Public Health and Wellbeing Amendment (Service Victoria) Regulations 2021, the Pandemic Workplace Order 2022, as amended from time to time, issued by the Minister for Health under s 165AI of the Public Health and Wellbeing Act 2008. What happens if you don't provide information to Service Victoria, you can't access your certificate in our app or associated features such as notifications. You can also access your COVID-19 digital certificate through existing channels supported by the Australian Government, such as the Medicare Express Plus App, your Medicare online account, or the Individual Healthcare Identifier service through myGov, or My Health Record. You can ask them to send you a paper copy in the mail if you prefer a hard copy. Your COVID-19 digital certificate If you store your digital certificate, the app will show a QR code below the digital certificate. We use only the information in your COVID-19 digital certificate, including your name, to generate the QR code. This process helps to show you have an authentic COVID-19 digital certificate and to prevent fraud. This QR code can be scanned using the latest version of the Service Victoria app to show whether your digital certificate is valid. To scan a QR code, you'll need to use your device's camera. We'll request your permission to access your camera when you download the Service Victoria app. If you choose to let someone scan your QR code, their device reads the information in the QR code. Our app will show them whether your certificate is valid. It only shows your given name and first letter of your family name, to help prevent other people illegally using someone else's certificate. No other personal or health information can be seen by others or will be shared. The code expires after five minutes. You don't need a Service Victoria account to save and use your certificate within the Service Victoria app. Where is your digital vaccination certificate stored? Your COVID-19 digital certificate will be stored to the device it's shared with. We don't retain a copy of your certificate from the device at any time, through the Service Victoria app. If you share your device with another user, please be aware that your COVID-19 digital certificate with the Service Victoria app may become visible to the other users of your device once and can only be deleted by those who can access the device. What happens when you link your certificate to your device? When you link your certificate, we collect some data in a secured, encrypted format for fraud detection and control. We will collect your full name, date of birth, date of certificate issue, and a unique number for the installation. We de-identify this information using hashing technology. This protects your information so no-one can see it without decryption. We destroy this record when no longer needed to support this service. How do we know when you're due for your next vaccine dose? When you link your COVID-19 digital certificate, the number of COVID-19 vaccination doses you have received, as well as the dates you received them, will be displayed below your certificate. We will use the date of your last COVID-19 vaccination on the certificate saved to your device to notify you if you are eligible for your next dose. This notification is based on timeframes set by the Australian Technical Advisory Group on Immunisation. You can book your next dose by following a link through the Service Victoria app. Once you have had your next dose, you can update your COVID-19 digital certificate within the app by pushing 'update certificate'. You can also update your certificate through the Medicare Express Plus App or using your Medicare online account through myGov. If you don't want us to use your vaccination data to let you know you are eligible for your next dose, you can remove your certificate from your device. You won't receive any further notifications about COVID-19 vaccinations from us, however you will no longer be able to display your COVID-19 digital certificate within the Service Victoria app. Sharing certificates with family Parents and guardians can use the Service Victoria app to add their children's COVID-19 digital certificates to their device if their children are under 14 and linked to their Medicare card. You can also add a COVID-19 digital certificate for another family member or dependant, with their consent, if they are unable to download a certificate to their own device. If you add your COVID-19 digital certificate to another person's device, the person with access to that device can share your vaccination status with others. Only the person with access to that device can delete your digital certificate. You do not have to add your COVID-19 digital certificate to the Service Victoria app. You can still show proof of vaccination in other ways such as through the Medicare Express Plus App, your Medicare online account, or the Individual Healthcare Identifier service through myGov, or My Health Record. You can also issue a print-out of your certificate, and if you don't have access to technology, you can contact the Australian Immunisation Register on 1800 653 809 and ask them to send you a paper copy in the mail. When we share your information We may share your de-identified information with Services Australia if required to detect or investigate suspected fraud or misuse of COVID-19 digital certificates. To learn more about how Services Australia handles your information, please see their privacy policy. We're authorised to collect this information to support the Victorian Government's response to the COVID-19 pandemic. How we use your data To make our products and services better we collect anonymous data, such as how you interact with the app. We don't track or collect information about you as an individual. Examples of the anonymous, de-identified statistical data (includes the number of people using the app, average time spent using, the proportion who have added proof-of their vaccination status, etc). This doesn't contain information about you. Accessing your information You can access the personal or health information we hold about you at any time and request to update, correct or amend your personal information using the contact details set out in the Service Victoria privacy and security policy. To learn more about how your personal and health information is handled, please see Service Victoria's Privacy and Security Policy and Extra Privacy Information for COVID-19 check-in and COVID-19 digital certificates. The latest version of the Service Victoria app, now available in Apple and Google Play stores, includes a new history function. This means you can see a record on your phone of the places you have checked in. You can easily delete a check-in location from the app if you don't want it stored on your phone. It's important to know you can delete your check-in history if you're at risk of family violence or are concerned about someone monitoring your movements through your phone. View this video to see how you can delete check-ins from your phone. Removing a check-in from your phone won't delete it from the contact tracing database – contact tracers will still be able to see where you have checked in. The app will start storing your check-in details on your phone as soon as you install the update. Your visits are automatically deleted after 28 days. All data collected through the Victorian QR code system is encrypted and can only be used for contact tracing. If there is no outbreak at a venue, your check-in details will be automatically deleted after 28 days - including what's listed in the new history function on your phone. Make sure you check in every time, everywhere to help keep us all safe. Want to know more about the app? Visit Service Victoria: How to check-in. If you or someone you know needs help, family violence support services are available. Visit Family violence crisis response and support during coronavirus for more information. If you're in immediate danger, dial 000. Can I see where I've checked in using the Service Victoria app? Yes, you can see where you've checked in over the past 28 days. The app will start storing your check-in details on your phone when you install the latest update. To see your check-in history: open the Service Victoria app tap the clock icon next to the check-in button your check-in history will show Tap the clock icon again to close your check-in history Can I delete a location I've checked in at using the Service Victoria app? Yes, you can quickly and easily remove a record of where you've checked in. For more information and advice for businesses required to use electronic record keeping. For more information and advice for businesses required to use electronic record keeping. How to delete your check-in history: open the Service Victoria app Tap the clock icon next to the check-in button Your check-in history will show Tap the location(s) you want to delete from your app Tap delete. The app will ask if you are sure you want to remove these locations from your phone. Tap delete to permanently remove the selected check-ins. All check-ins will still be stored in the contact tracing database so you can be contacted by the Department of Health if a venue you have visited is an exposure site. Tap the clock icon again to close your check-in history. Updated 17 August 2021 To help our contact tracers keep Victorians safe, all businesses are now required to use the Victorian Government's QR code through the Service Victoria app, and Victorians are required to check in everywhere, every time – even if they're visiting businesses for fewer than 15 minutes. QR code data is a key source of intelligence for Victoria's contact tracers. The more Victorians that check in, the faster the team can address outbreaks and ease any restrictions in the future. Businesses, including supermarkets, take-away shops and other retail settings are now required to use the Government's QR code through the Service Victoria app and to ensure their customers check-in upon arrival, even if they visit the venue for only a few minutes. For customers who are unable to check-in themselves, the Government has also developed a Kiosk Check-in service that allows businesses to check-in their customers via the Service Vic App. More than 4,800 locations across Victoria have the Kiosk Check-in service up and running with some venues setting up multiple devices. Over 94,000 check-ins have been made using the service in the past week. Workplaces are also expected to ensure their employees check in via the Service Victoria app when working on site. Some workplaces are exempt from this for practical reasons including schools, childcare or early childhood services and outside school hours care services in respect of all students, teachers and other school staff. Visitors, contractors or other workers will still be required to check in. 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By the end of this week, the campaign will be brought to life with a street team delivering on-the-ground engagement with businesses. The campaign will support businesses who have recently been mandated to check their customers in with the help they need to set up QR Codes and discuss how they can make it easier for people to check-in and be COVID-Safe. Some of the targeted areas for this work include: Chapel Street, Springvale Road, Victoria, Street, Sydney Road and regional centres such as Geelong, Ballarat, Bendigo and Shepparton. Failure to comply with Victoria's electronic record keeping requirements can result in an on-the-spot fine of $1,652. For more information on record keeping visit Quotes attributable to Minister for Health Martin Foley "We appreciate the time and effort that businesses of all sizes across Victoria have put into implementing QR codes, and we thank for providing a COVIDSafe environment for their workers and their customers." "We ask Victorians to continue to be kind to staff as they ask you to check-in at your local shop, supermarket and other venues. Checking in everywhere, every time is the way to play your part in beating this virus." Quote attributable to Minister for Government Services Danny Pearson "The need for fast and accurate contact information about anyone who has visited a COVID-19 public exposure site is crucial in the fight against COVID-19. It protects you and your community by helping us to identify possible links between positive cases more quickly." 210617 - Everywhere Every Time - Checking In To Protect Victorians.pdf 30 June 2021 Check-in at venues is essential to supporting contract tracing in the event of a COVID-19 incident so make sure you are registered to use the free QR code service. Businesses, venues and facilities with electronic record keeping requirements must use the free Victorian Government QR Code Service. See the complete list of businesses required to use electronic record keeping. For more information and advice for businesses required to collect contact details visit record keeping for contact tracing - information for business. Register to use the free QR code service From today Victorians must check in at all retail stores, supermarkets and cafes – even if they're just grabbing a takeaway coffee.A spokeswoman has told the ABC there will be an two-week amnesty for those who do not follow the check-in rulesOfficers can fine businesses up to $1,652 for ignoring QR code rules and a further $9,913 for repeated breachesBusinesses are able to register people with pen and paper as a last resortUnder new state government rules, customers have to sign-in with the state government's QR code check-in app, Service Victoria.Previously it was only recommended that people check-in at retail settings if they stayed at a venue for more than 15 minutes.The changes come after months of sustained criticism about Victoria's QR code system, with a move to a uniform system across the state only coming into effect on May 28 — the third phase of Melbourne's lockdown.When announcing the new rule on Wednesday, Victoria Chief Health Officer Professor Brett Sutton said it aimed to boost contact tracing efforts by "chas[ing] down every single person who might be exposed".Acting Premier James Merlino said authorised officers would be visiting supermarkets and other retail settings to make sure people were following the rules.He said there would be issued "if necessary".Authorised officers can fine businesses up to $1,652 for not following QR code rules, and a further $9,913 if there are repeated breaches.However, a government spokeswoman told the ABC there was a two-week amnesty period for retailers and supermarkets to implement the QR code system, and the government was also working on an alternative check-in system.Before the lockdown, customers dining at a restaurant or cafe already had to check-in.The government spokeswoman added checking-in via the app was preferred, but business owners can use pen and paper to record the customer's name and phone number as a last resort.Catch up on the latest COVID-19 news hereThe alternative came as a relief for Jin Mei Chen, who runs an Asian grocery shop in Bentleigh in Melbourne's south-east.She was worried that some of her customers — particularly older migrants with poor English language proficiency — might struggle with downloading the app and scanning the QR code.Jin Mei Chen worries the QR code rules have not been effectively communicated with Victorians. (ABC News: Christina Zhou)Some people also might not have a camera phone or have their phone with them when they're shopping, she added.On the eve of the new rules, there have also been some teething issues and uncertainty about what retailers need to do.Ms Chen said she did not know she had to ask her customers to sign-in — no matter how long they had been in the shop — until she was informed by the ABC yesterday.She did not even realise that she had to register for a QR code until last Friday, when two authorised officers went to her shop to check her compliance with the rules."I thought it was only for restaurants, so I didn't register," she said."We didn't know, maybe it's because our English is poor."Asked if she saw the government announcement on Chinese social media WeChat — one of the primary sources of news and information for Chinese migrants — Ms Chen said she had not.Ms Chen said she hoped the government could "pay more attention" to the needs of older migrant business owners like herself and provide them more support.She suggested this could include calling or writing to shop owners to notify them about the changes, adding that translating the message into different languages would be very helpful.This is not the first time there have been concerns about the speed and quality of government coronavirus information being shared with migrant communities.Grocery owner Jin Mei Chen says she is happy to follow the rules if they are communicated to her. (ABC News: Scott Jewell)Fred Harrison, chief executive of Ritchies IGA, said there was uncertainty yesterday on the eve of the new check-in rules, but customers were coming into their stores wanting to do the right thing.He said they were able to help customers who have not used a QR code before, but also acknowledged it could be harder for smaller retail outlets to enforce the new rules."We're lucky in supermarkets, we have more than one person in our store," he said."There are some retail outlets that operate solo, so they're going to be trying to do QR codes and serve customers at the same time. It is challenging."But I think the public have been really good … people haven't been whining or complaining or getting upset … and I would think once we get through the first couple of days, this will adapt quite well."Read our full coverage on COVID-19 here From Friday, 30 April, most Victorian businesses, venues and facilities must use the Victorian Government QR Code Service or a digital system that is connected to the State Government's software to enable fast and accurate COVID-19 contact tracing should an outbreak occur. The State Government's website features a full list of the sectors that must comply with these new requirements. They include hospitality, gyms, cinemas, hair and beauty services, real estate, accommodation and attractions. It is highly recommended for supermarkets, markets, retail and shopping centres. The Chamber recognises that more engagement with business is needed to ensure COVID-safe practices and procedures are followed. Victorian Chamber Chief Executive Paul Guerra said the Government should lead with an educational and consultative approach, to give businesses time to comply "The government service provides a good customer experience because it remembers your information and is quick and easy to use. While the Government service did originally trail those that were commercially available, and businesses had to source their own services and providers, the free Government service is now in a position where every business can use it with confidence"Every business has an obligation to make it as convenient and accessible as possible to check in and it's best practice to require customers to show the check-in tick before permitting entry. It's not just up to the business owner and staff, every Victorian should be doing the right thing and checking in. "From Friday, most businesses will be required to use the free state system, or use a digital system that is compatible and able to 'speak' to the Government's contact tracing system through an application programming database. The Government is working with a range of digital QR code providers to ensure their systems link in with the state system." Venues must also make reasonable efforts to support provide or use alternative record keeping systems for people who do not have access to or cannot use a personal mobile phone or other device to use the free Victorian Government QR Code Service to check in. This could include making a device available for people to register their contact details with support from staff if needed. The Victorian Chamber's Policy and Advocacy Team is available to provide advice and assistance to members at policy@victorianchamber.com.auYou can also visit the State Government's COVID-19 website for current information and updates and download signage for your business. By Cameron Abbott, Rob Pulham and Jacqueline Patishman All Victorian workplaces businesses and venue operators must now use the free Victorian Government QR Code Service (or use a third-party system that links back to the government's interface) to meet their contact tracing obligations. The change has been brought about by the Government's belief that consistent use of the service will improve contact tracer's ability to contain COVID-19 outbreaks as compared to the range of contact tracing systems that were being used previously. This is likely the case as, for example, a recent Victorian survey showed that less than half of Victorian's are checking into hospitality venues. As we all know by now, contact tracing is only effective where QR Codes are consistently used. The Government has therefore stated that "businesses should proactively encourage customers to check-in" and that "venues must make reasonable efforts" to facilitate checking-in. Businesses who fail to make use the system will be slapped with a $1,652 on the spot fine and there are enforcement checks being done across the state. For those that travel interstate, you may have noticed that Sydney has already had vigorous adoption of the QR Code. Their early enforcement actions of large public fines on venues firmly impressed upon business owners that it was their responsibility to ensure their customers scan in. Having a sign with a code on its own was not enough. It will be interesting to see if Victoria takes any lessons from this in how it seeks to enforce these requirements. For more information on the change, see the Government's information page here. QRコード、SQRC、フレームQRは㈱デンソーウェーブの登録商標です。