

# STAKEHOLDER PACK

Electronic Record Keeping – QR Code and API  
KEY MESSAGES AND ASSETS

April 2021

# Victorian Government Visitation API (Application Programming Interface)

**From 26 March**, businesses, venues and facilities in some sectors must use the Victorian Government QR Code Service or a digital system that is API compatible. These sectors include hospitality, gyms, cinemas and hair and beauty services. [The complete list is here.](#)

**A 28-day compliance amnesty** applies from 6.00pm 26 March **until 6.00pm 23 April 2021**.

The Victorian Government API is a piece of software that enables non-government digital systems to communicate directly with Department of Health contact tracers, significantly improving the ability to identify and assist visitors and workers of potential COVID-19 exposure sites.

This means contact tracers can obtain data within minutes, rather than hours or days, which could be the difference between containing an outbreak and having it spread.

The new measure is good for our health and our economy.

In the event of a positive case, business owners will simply need to provide the name of their provider and contact tracers will instantly access the information they need – enabling them to quickly contain and suppress an outbreak.

# CONTENTS

- ❑ Victorian Government Visitation API (Application Programming Interface)
- ❑ Introduction
- ❑ Electronic record keeping requirements & lists of business sectors
- ❑ Victorian Government QR Code Service
- ❑ What you need to do
- ❑ QR code key messages
- ❑ Where to get more information
- ❑ Social media post

# Introduction

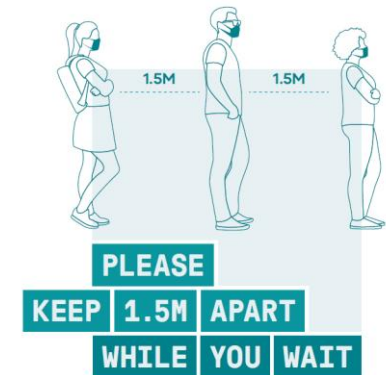
Keeping Victoria safe is up to **all** of us. Because when we Stay Safe, we Stay Open.

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](https://www.coronavirus.vic.gov.au/guidance-sectors)
- downloading, printing and displaying signage from [www.coronavirus.vic.gov.au/signs-posters-and-templates](https://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](https://www.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 Service](#) or a [Victorian Government Application Programming Interface](#) (API) linked digital system for electronic record keeping.

The following settings **must** use the free Victorian QR Code service or an API-compatible digital system 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

/continues on next page

## Electronic record keeping is required in some settings

The following settings **must** use the free Victorian QR Code service or an API-compatible digital system 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)

/continues on next page

## Electronic record keeping is required in some settings

The following settings **must** use the free Victorian QR Code service or an API-compatible digital system 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 (28-day compliance amnesty period was completed on 26 March 2021).

**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](https://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](https://www.coronavirus.vic.gov.au/guidance-sectors)

## Electronic record keeping is highly recommended in some settings

The **following settings** are **highly recommended to use** either the [free Victorian Government QR Service](#) or a [Victorian Government Application Programming Interface](#) (API) linked digital record keeping system:

- 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 or the Victorian Government API (Application Programming Interface) 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.

# 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, **find out if the app you are using is already connected** to the Victorian Government Visitation API **at our [connected third party page](#)**, or by asking your provider. If it is, you don't need to do anything – just keep using the app as usual.

If you need to change providers because your current provider does not intend to connect to the Victorian Government API, the [Victorian Government QR Code Service](#) is easy to use and is free for all Victorian businesses and organisations.

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 a QR Code or digital record keeping system that is connected to the API supports us to stay safe and stay open.

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

From 26 March, businesses, venues and facilities in some sectors must use the Victorian Government QR Code Service or a digital system that is API compatible. These sectors include hospitality, gyms, cinemas and hair and beauty services. [The complete list is here](#). The API enables contact tracers to immediately access the information they need in the event of an outbreak.

More information about the Victorian Government QR code and API-compatible check-in solutions is available at [coronavirus.vic.gov.au/visitationAPI](https://coronavirus.vic.gov.au/visitationAPI), or by calling Business Victoria on 13 22 15.

## Where to get more information



For more information, visit [coronavirus.vic.gov.au/visitationAPI](https://www.coronavirus.vic.gov.au/visitationAPI) 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)

[Free infection control training](#) helps businesses prepare to safely reopen and ensure their customers and workforce are protected.

## 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](https://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](https://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](https://www.coronavirus.vic.gov.au/face-masks)

# Social media messaging for QR Codes

**Record keeping is vital to helping keep our state safe – and open.**

From 26 March all businesses required to use electronic record keeping need to connect with the Department of Health contact tracing system.

What does that mean for business owners? You'll need to check if your provider is connected.

**Check if your digital system is connected, or you can use the free [Victorian Government QR Code Service](#).**

Connection will be made via the Victorian Government's new Visitation Application Programming Interface (API), developed in consultation with industry.

The API helps contact tracers to quickly contain and suppress COVID-19 outbreaks.

For more information, visit [coronavirus.vic.gov.au/visitationAPI](https://coronavirus.vic.gov.au/visitationAPI)



For more information visit:

[www.coronavirus.vic.gov.au/visitationAPI](http://www.coronavirus.vic.gov.au/visitationAPI)

[www.coronavirus.vic.gov.au/guidance-sectors](http://www.coronavirus.vic.gov.au/guidance-sectors)