



# Guidelines for capturing contact tracing information electronically

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## Purpose

This tool aims to guide congregations and presbyteries on the mechanisms that may be used to capture COVID-19 contact tracing information in accordance with the [Restricted Businesses, Activities and Undertakings Direction](#).

## Scope

Applicable to all places of worship conducting worship related activities.

## Recording contact tracing information electronically (as at 23 December 2020)

### Does the contact tracing information need to be captured electronically now?

No, it does not need to be captured electronically at this point in time. It can be recorded in a paper format or electronically.

Places of worship **must** capture contact tracing information for all workers and visitors including full name, telephone number, email address (residential address if no email), and time of attendance (time in and out). It is imperative that all information is accurate, legible and easily accessible if required by public health officers.

### Will Places of Worship be required in the future to capture information electronically?

Yes, it is highly likely. The government will be expanding the requirements to other businesses and venues based on a risk assessment. We do know that places of worship are considered high risk environments due to the indoor location and the interaction of people.

### Should we be planning to capture information electronically?

Yes, planning for this should commence in January 2021.

### Do we have to use a QR code on entry and exit?

No. The information needs to be recorded electronically. This may include a QR code, church management system, document, form or spreadsheet or online ticketing system.

### We operate in a location that doesn't have good internet, so how can we do this?

You may use a paper-based form. The information must be transferred to an electronic system within 24 hours of collecting the information. *Other industries are permitted to continue using a paper-based form, but their density restrictions revert to one person per four square metres.*

A spreadsheet or word document can be used to collect the contact information without relying on an internet connection.



### **Our congregation has a lot of members who don't have mobile devices, so how do we capture information?**

It is not a requirement to use a QR code on a mobile device — this is just an option. Another option is to use a paper-based form for those who find it difficult to do it electronically and transfer it to an electronic form within 24 hours of the service. Alternatively, as people arrive a greeter may have a device and enter the information for those who are unable to do it electronically for themselves.

### **This is creating a lot of work, why do we have to do it?**

In the event of community transmission, it is vitally important to locate close contacts of COVID-19 positive cases in the shortest amount of time. Accurate and legible information is critical in this process for contact tracers. Remember it is likely that each positive case has between 50 to 70 close contacts that need to be tracked down. As positive cases increase, the number of people to track down grows exponentially. If one of our congregations was identified as a site where someone may have visited, it is critical to trace everyone and their contacts beyond the congregation to keep everyone safe.

## **What is a QR Code?**

QR stands for Quick Response. So QR code means Quick Response code. A Quick Response (QR) code looks like a square with a grid of smaller squares as a pattern inside. Usually black and white. QR codes contain data or a tracker that points to a website or application.

A smartphone can "scan" QR codes with the camera function. A QR code reader app can also scan the code. The code will then take the user to a website or application. In most cases, if the QR Code does not work on the user's phone the poster will include a link to the form that can be typed into an internet browser.

## **What systems are available for electronic capture of information?**

### **Synod office Attendance Register**

An editable pdf [Attendance Register](#) is available from within the Synod's operational resources. This form can be utilised at the door as people enter for the service or activity. No internet connection is required providing the form has been downloaded to the computer.

It can also be used to create an electronic register from paper records within 24 hours of an activity. The Synod office [editable pdf Attendance Register](#) document can be saved for each date and activity. When naming the document, consider including the date at the front of the file to make deleting in accordance with the public health direction easier, for example, *20201224 Christmas service Synod office*.

### **Computer application**

Microsoft, Google and Apple all provide documents, spreadsheets and forms that can be used to create an electronic template to collect the required information. The required information is as set out in the [editable pdf Attendance Register](#) on the Synod website. A new file can be kept for each date and activity. To assist with finding information consider having a folder for the contact registers. For each document/file, name the document with the date at the front of the file name, for example, *20201224 Christmas service Synod office*. By using the date in the order of year, month, day, it will be easier to see it chronologically on your computer in the files.

If setup correctly, the forms used to collect the data may be accessed by an attendee via a QR Code.

### **Church management system**

Use of a church management system, such as Ucare, Elvanto or Church Community Builder. These systems are designed to collect information for pastoral care purposes. If people have not consented to being part of the

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congregation roll, the information collected for COVID-19 purposes must be kept for a minimum of 30 days and no longer than 56 days and then deleted. The information cannot be used for purposes other than COVID-19 contact tracing unless specific consent has been provided by the person that they want to be included on the congregation roll and be contacted regarding activities of the congregation. The use of personal information collected for contact tracing purposes is deemed a failure to comply with a public health direction and could result in fines of \$1,334 for individuals or \$6,672 for corporations with a maximum penalty of \$13,345 or six month's imprisonment.

To reduce the potential for non-compliance, it is recommended that for people attending who do not consent to having their information recorded for any purpose other than COVID-19 contact tracing, an alternative electronic means of data capture be considered.

#### **Check In Qld app (<https://www.covid19.qld.gov.au/check-in-qlld>)**

The Check In Qld app has been developed by the Queensland Government as a contactless, free, secure and convenient way for customers to sign into a Queensland business. To use Check In Qld, members and visitors will need to download the app to their device. Data is stored by the Queensland Government in accordance with the public health directions. Queensland Health will have ready access to the information collected if there is a need to conduct contact tracing. All data is stored in the app. A congregation will be required to ensure that all persons attending are accounted for on a device as people enter as there is no visibility within the app for the congregation. When a contact tracing register is required, Queensland Health will collect directly from the app. Check In Qld app does not collect the period of patronage as is currently required by [Places of Worship Industry Plan](#) or the [Public Health Direction](#).

#### **SafeVisit (<https://safevisit.com.au/>)**

SafeVisit is a Queensland company that is working closely with Queensland Health to ensure all compliance requirements are met. When a contact tracing register is required, the information can be emailed from the system to the relevant Queensland Health email. The system deletes the data within the required time periods to ensure compliance with the public health directive. The data is within an Australian Data Centre, data encrypted and it is developed in Brisbane. QR Codes can be created easily and posters generated for printing, laminating and posting at entry and exit points from your building. To set up a SafeVisit site for your congregation, please contact Synod COVID Team on [COVID19@ucaqld.com.au](mailto:COVID19@ucaqld.com.au).

#### **Tickets (<https://tickets.org.au/>)**

An online ticketing system with no hidden costs. Free tickets are always free. Created with not-for-profits in mind, available for everyone. This is a suitable system for booking to attend a service or activity online.

#### **Trybooking (<https://www.trybooking.com/>)**

Trybooking allows people to book online for an event. There is no cost for free events.

When setup, Trybooking can also enable people booking to select their seat. Seating configurations can be created for the individual venue and will generate a list of attendees and customised seating map of the venue. All elements that must be met if a venue is moving to ticketed seating and wanting to increase their density to greater than 1 person per 2 sqm.

The venue will be responsible for ensuring that records generated for an event are saved as required by the public health direction and not used for any other purpose. Saved records will need to be manually deleted by the venue. Trybooking will continue to store personal information supplied by a user when booking in accordance with their privacy policy.



### Eventbrite (<https://www.eventbrite.com.au/>)

Eventbrite allows people to book online for an event. There is no cost for free events.

When setup, Eventbrite can also enable people booking to select their seat. Seating configurations can be created for the individual venue and will generate a list of attendees and customised seating map of the venue. All elements that must be met if a venue is moving to ticketed seating and wanting to increase their density to greater than 1 person per 2 sqm. Whilst capable of being used for seating allocation, some users have not always found readjusting the seating configuration, if required, to be easy.

The venue will be responsible for ensuring that records generated for an event are saved as required by the public health direction and not used for any other purpose. Saved records will need to be manually deleted by the venue. Eventbrite will continue to store personal information supplied by a user when booking in accordance with their privacy policy.

## Related documents

[Synod-wide work health and safety policy](#)

[Coronavirus COVID-19 resources](#)

[Synod-wide privacy policy](#)

## Definitions

Term	Meaning
COVID-19	Novel coronavirus formally named SARS-CoV-2. The clinical disease state resulting from an infection with SARS-CoV-2 is known as COVID-19. COVID-19 is high transmissible from person-to-person and readily spreads to close contacts of infected individuals.

## Revisions

Document number	D/1.1.1.21				
Version	Approval date	Approved by	Effective date	Policy owner	Policy contact
2.0	2.03.2021	General Secretary	2.03.2021	COVID Coordinator	COVID Coordinator
Next scheduled review	2.03.2022				