

# Face mask and check-in rules for small businesses in NSW



## Face masks and coverings

Wearing a face mask is mandatory for persons over the ages of 12 in certain settings, including non-residential indoor areas such as retail and office premises.

- Businesses are encouraged to promote the wearing of face coverings on their premises, however there is no obligation on a business to enforce mask wearing by customers entering their premises. Businesses can decline service to a customer if they do not comply with face covering rules – this is the business owner's decision
- Businesses which are the operator of a hospitality venue in Greater Sydney must ensure all staff working at the venue and who deal directly with members of the public are wearing a face covering at all times
- The NSW Police Force is responsible for enforcing any non-compliance in non-residential premises. Penalties apply to individuals and corporations where there has been a breach of the Public Health Orders. See [health.nsw.gov.au/Infectious/covid-19/Pages/public-health-orders](https://health.nsw.gov.au/Infectious/covid-19/Pages/public-health-orders)

## Check-in and QR codes

From 12 July 2021, it is mandatory for persons (staff and customers) entering certain premises, including retail and office premises, to register their contact details.

The occupier of the premises must provide a person entering their premises a way to register their contact details by:

- Providing the Service NSW QR Code to allow persons to register their contact details with a phone or other device (their phone/device or someone else's), OR
- Providing an alternate means to allow persons to register their contact details directly with the occupier of the premises, if the persons cannot register electronically due to age, disability or language issues, or due to internet outages.

## Occupier of premises' responsibilities

An occupier of premises (owner or operator) must take reasonable steps to ensure a person complies with mandatory check-in rules.

Reasonable steps include displaying QR codes in prominent locations, reminding people to check-in when entering the premises and asking to see the 'green tick' on the Service NSW app

If contact details are provided manually to the occupier of the premises, they must be transferred to a digital format within 12 hours and stored securely for 28 days. If requested by the NSW Chief Health Officer, the contact details must be provided electronically as soon as practicable but no later than 4 hours after the request is made.

## Exemptions from electronic recording

A person is not required to provide contact details when entering premises:

- in response to an emergency
- in a vehicle if the person does not exit the vehicle while on the premises
- if the person is under the age of 18 years and it is not possible to electronically register details
- while exercising law enforcement, intelligence or national security functions on behalf of a NSW and Commonwealth Government agency
- if the person is entering any health or medical facility, other than a pharmacy, as a patient
- if the premises are mines or used by a NSW and Commonwealth Government agency with law enforcement, intelligence or national security functions.

### More information

Contact Service NSW on 13 77 88 or visit [service.nsw.gov.au](https://service.nsw.gov.au) for more information for businesses impacted by COVID-19