

Keeping visitor contact details, safely

Coronavirus (COVID-19) Contact Tracing Register



The Visitor and Patron Contacts Log has been designed to help you maintain records of all patrons and visitors to your venue. This includes those making deliveries, suppliers, maintenance workers and other visitors. **This is a requirement for all venues** under directions issued by the Chief Health Officer.

By maintaining these records, the Victorian Department of Health and Human Services will be able to quickly trace and contact people who may have been exposed to coronavirus (COVID-19) in the event of a suspected case at your venue.

What to collect

For each patron and visitor to your venue you must collect the following details. This includes every member of a party, including children.

1. first name
2. telephone number
3. time of arrival
4. area they are seated in (this might be a table number, or in larger venues a table number and dining area).

Patrons and visitors are encouraged to provide these details but cannot be compelled to provide them.

How to collect

You should exercise caution in how you handle any pens, paper or folders containing this information as coronavirus (COVID-19) can survive on surfaces for many hours.

Do not pass to patrons to write down their own contact details.

Ideally you should appoint one staff member to take down visitor details as people arrive, to minimise the number of people handling the materials. Regularly clean and sanitise the pens and folder in which the sheets are stored.

Record the name and best contact number for each patron in a group, including children. Record details carefully and legibly and read back the telephone provided by the customer to minimise the chance of a mistake.

Add the time of arrival and the table number or dining area where patrons are seated.

How to store

The contact sheets have been designed to be stored in a two-ring binder. At the end of each day store the forms in the binder in date order (oldest at the back of the folder). Do not leave patron and visitor contact details on display to maintain privacy. Please keep these details secure and confidential.

You must keep these records for 28 days and then destroy after that time period.

Visitor and patron contact details should be shared **only** with representatives of the Department of Health and Human Services for the purpose of contact tracing.

Thank you for working with us to slow the spread of coronavirus (COVID-19) in Victoria.

If you have any questions, call the Business Victoria coronavirus hotline on **13 22 15** seven days a week.