



## 'Check In Qld' Mobile App

From 1:00am Friday 9 July 2021, it will be mandatory to use the 'Check In Qld' mobile app.

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### To Do:

1. Complete your [business registration](#). Processing can take up to 3 business days.
2. Once you receive your unique business kit, **print** your posters in A4 or A3 in colour, and display them in multiple accessible locations, in your pharmacy.
3. Review the '[Check In Qld' mobile app resource kit](#).
4. Train all pharmacy staff, including how to respond to [frequently asked questions](#).
5. Train and provide pharmacy staff with appropriate health and safety information and instructions (respiratory and hand hygiene, how to deal with aggressive customers, etc.), especially team members assisting with 'Check In QLD' app.
6. Customers, guests and staff must download the 'Check In Qld' app to scan your pharmacy's QR code and record their details.
7. You can ask your customers and staff to show you the successful check-in screen or the check-in history screen.
8. If people are not able to use the app, you can check them in using the Business Profile mode of the app.

The Guild suggests a pragmatic approach. Make the 'Check In Qld' app QR code available, allocate staff to assist, remind people to check in and if someone refuses, ensure your staff understand to escalate the situation to a more senior member of your team. If the customer still refuses, ensure their service is prioritised to minimise disruption and their time in the pharmacy. This is to ensure the health and safety of your staff customers. Should a customer become aggressive or refuse to comply with requests to 'check in', make a record of the incident after they leave and save the relevant CCTV footage.

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### Resources

- [Excerpt from the recent Guild member-only IR/HR Broadcast webinar](#) which includes helpful information and tips on using the app.
- [Queensland Government Resources](#)
- ['Check In Qld' Mobile App Resource Kit](#)
- [Answers to Frequently Asked Questions](#)
- [COVID-19 Workplace Health and Safety Guides and Posters](#)

If you have any questions, please contact your Business Support Team on 07 3831 3788 or at [business.support@qldguild.org.au](mailto:business.support@qldguild.org.au).