

WAVIN COVID-19 CONTACT TRACING

FREQUENTLY ASKED QUESTIONS

Wavin is the COVID-19 contact tracing program Fraser Coast Regional Council is using to keep the community safe

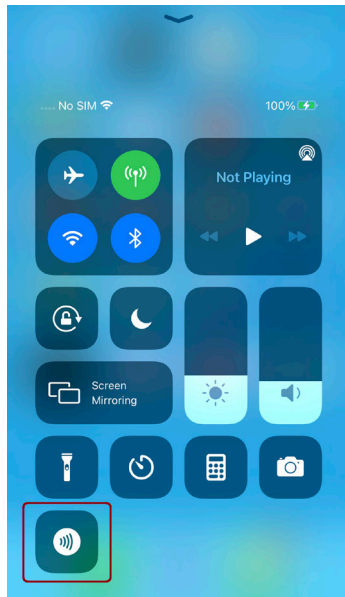
Why do I have to use Wavin to sign in and out?

Governments have made it mandatory to collect contact details on entry for the purposes of contact tracing COVID-19. Wavin provides a national contact tracing system to immediately trace COVID-19 cases in the community.

What if Wavin does not work on my device?

Try enabling Near Field Communication (NFC).
For Apple devices: NFC needs to be enabled on iPhone models seven, eight and 10. Simply swipe up on the home screen and enable NFC (by touching the symbol in the red square pictured right).

For Android devices: Go to 'Settings' on your device and search for 'NFC'. Ensure the setting is set to 'On'. This will enable NFC. Alternatively, scan the QR code.



Will I be refused entry if I do not supply my personal details?

Yes, providing personal details for COVID-19 contact tracing is a condition of entry. Contact tracing is about keeping us all safe.

What if I do not have a mobile phone?

No problem! One of our friendly staff will sign you in.

What information am I required to supply?

- Full name
- Email or residential address
- Phone number

Do I need to sign in and out every time I visit?

Yes, but registration is only required once. Simply wave or hold your device over the Wavin sign next time you visit a Council facility (or business using Wavin Australia-wide). Signing in and out provides accurate COVID-19 tracing information.

What if my child (aged 12 or older) visits without me?

If they have a device they can register themselves. If not, one of our friendly staff will sign them in.

Is my personal information safe?

Yes. Wavin stores data on secure, encrypted servers in Australia and is compliant with Australian standards.

How long is my data stored?

Data is kept for 56 days as per Queensland Government's public health directive.

How is my personal data deleted?

Wavin automatically deletes data after 56 days.

Will my personal information be supplied to third parties?

Personal information will only be forwarded to Queensland Health if required for COVID-19 tracing.

Can I register multiple people at once?

Yes 10 people can be registered provided all contact details are the same.