

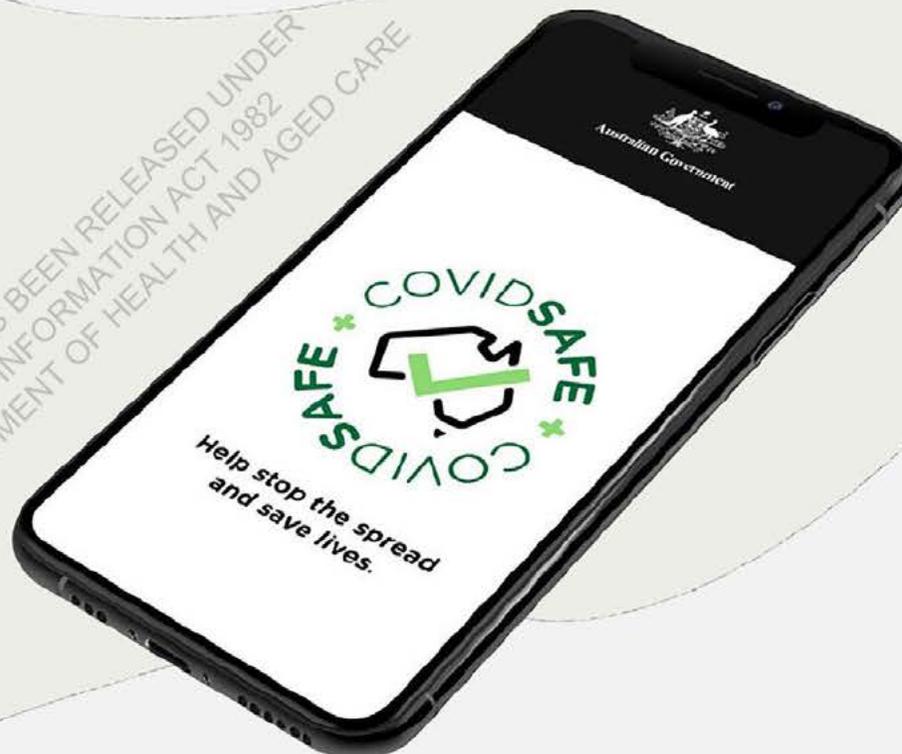


# COVIDSAFE

Health Portal Guide

20 July 2020

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BY THE DEPARTMENT OF HEALTH AND AGED CARE



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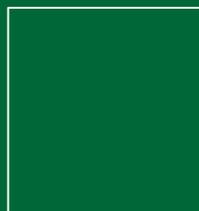
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# Why has COVIDSafe been developed?

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Why has the government developed COVIDSafe?

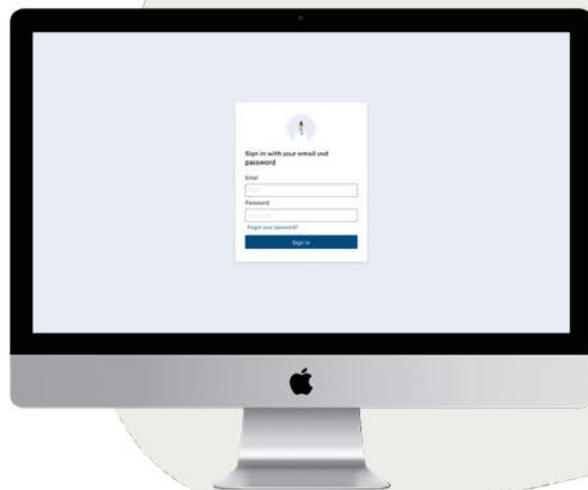


The Australian Government has developed COVIDSafe to help State and Territory Public Health Officials identify and contact people who have been in close contact with a positive COVID-19 case

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## What are the benefits of the app?



COVIDSafe App users benefit by knowing that they can easily be contacted, if they are a close contact of a confirmed case

COVIDSafe provides **additional data** to State and Territory Public Health Officials who are seeking to identify 'close contacts' of a positive case

It is particularly beneficial in understanding the interactions of individuals in social or workplace settings, where close contacts are unknown

The App will provide basic contact details of people who have been in close proximity to a positive case and the date, time, and approximate duration and distance of their contact

# Why is privacy so important?

**COVIDSafe has been built with user privacy at the core:**

The App only collects the minimal personal data needed to identify and contact someone

Name or pseudonym, age range, phone number and postcode are collected and registered in the National COVIDSafe Data Store

The App is voluntary to download, and requires multiple stages of informed consent

Use of app is voluntary, users can opt out at any time and request deletion of their data  
Upload of close contact data after confirmed positive is always voluntary

Data is encrypted, secure and local

Only anonymous user IDs are exchanged between phones when close contact occurs  
Data collected is encrypted, and stored locally on the phone until a positive diagnosis  
If an individual is never diagnosed positive, the data collected by their phone will never be seen by anyone

Data is not retained beyond when it is needed

All close contact data stored on the phone is automatically deleted after a rolling period of 21 days

Data is only accessible by approved public health officials in the state/territory of residence

See slide 30 for further clarification

**It is imperative we maintain public trust and individual privacy.  
Your role is critical in this process.**

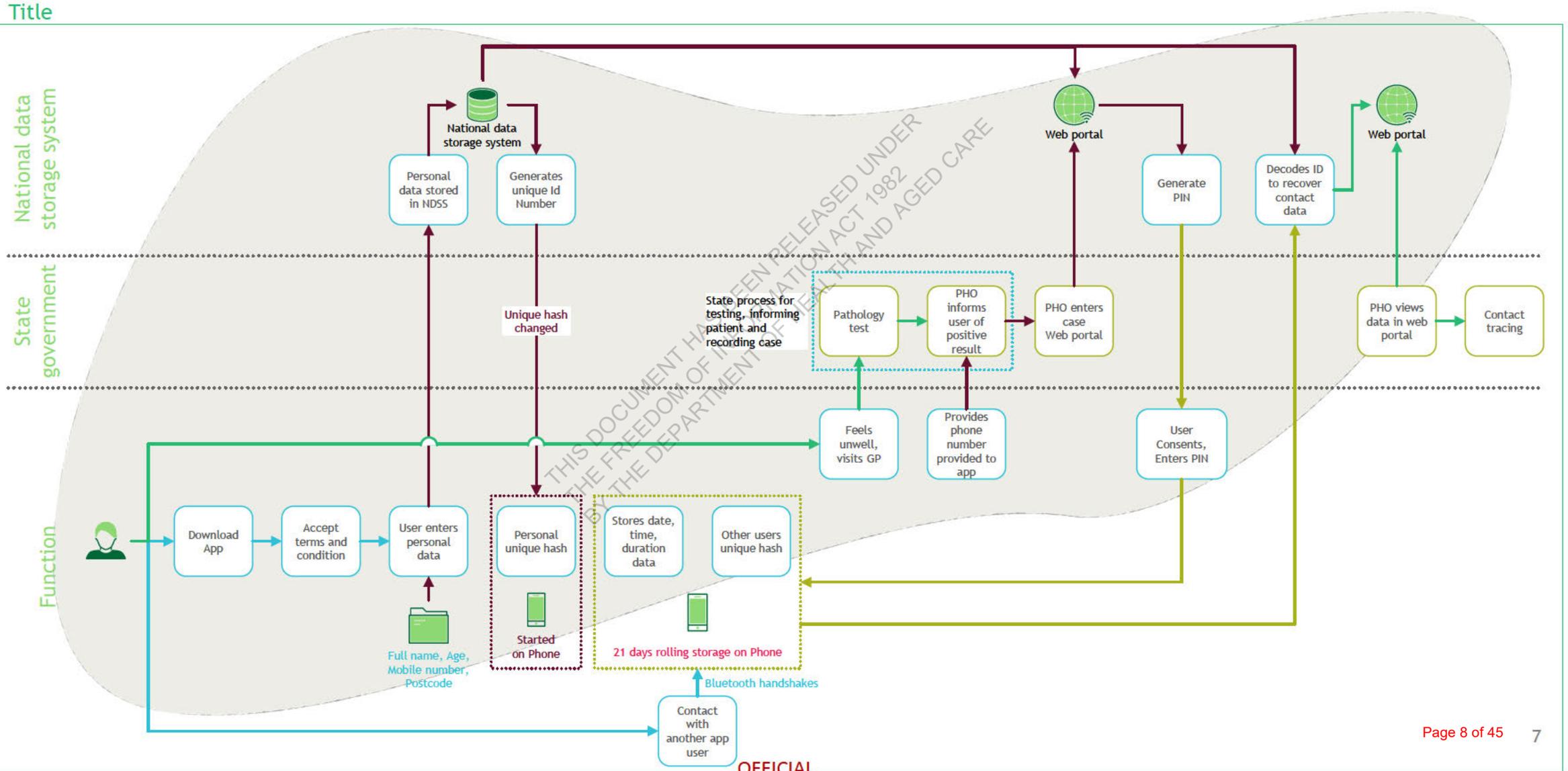




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# How does the web portal work?

# Overview of COVIDSafe app functionality and data flow





## How does COVIDSafe work for app users?



Once downloaded, the COVIDSafe App must continue to run in the background on the user's device with Bluetooth enabled



The App records Bluetooth handshakes with other apps users in close proximity, including:

- Date and time
- Signal strength and transmission power, to calculate proximity
- An anonymous user ID for each app user
- Phone model
- **No location data is ever recorded or stored**



The information captured is:

- Encrypted
- Only stored on the user's phone
- Uploaded to the National COVIDSafe Data Store by the user after a positive diagnosis, which requires a PIN



## How does it work for contact tracers?



Once an individual receives a positive diagnosis for COVID-19, the Public Health Official can ask if the person has the App, and with their consent:

- Log into the COVIDSafe Health Portal
- Search for the individual using their phone number
- Generate a PIN and send it to the individual's phone
- Review the 'close contacts' of the individual
- Produce a final list of close contacts
- Contact, or pass onto contact tracing team



More information on how to use the Health Portal and access the case data is provided in the later sections



# Key Terms



## 'Close contact' within COVIDSafe

The Health Portal will only show contacts for whom there is:

- a sequence of Bluetooth handshakes lasting longer than 15 minutes from the first to last handshake AND
- Where there is a medium to high probability that at least ONE of the handshakes is within 1.5 metres

If a person meets the close contact rules once, all Bluetooth handshakes are displayed for the close contact



## 'Encounter'

An encounter is a one or more Bluetooth handshakes between two devices running the COVIDSafe App. A new encounter starts when there is more than 15 minutes gap from the previous Bluetooth handshake.



## Bluetooth handshake

A handshake is a Bluetooth interaction between two devices with COVIDSafe active. The probability of the devices to be within 1.5m of each other is calculated using RSSI (Received Signal Strength Indicator) and Tx Power (Transmission Power).

- It's an estimation of the proximity between individuals, presented as a probability that the encounter was within 1.5 meters
- A Bluetooth handshake can occur at up to 10 meters, when free of disturbance
- A Bluetooth handshake may not successfully occur, for several reasons

# Example

Case



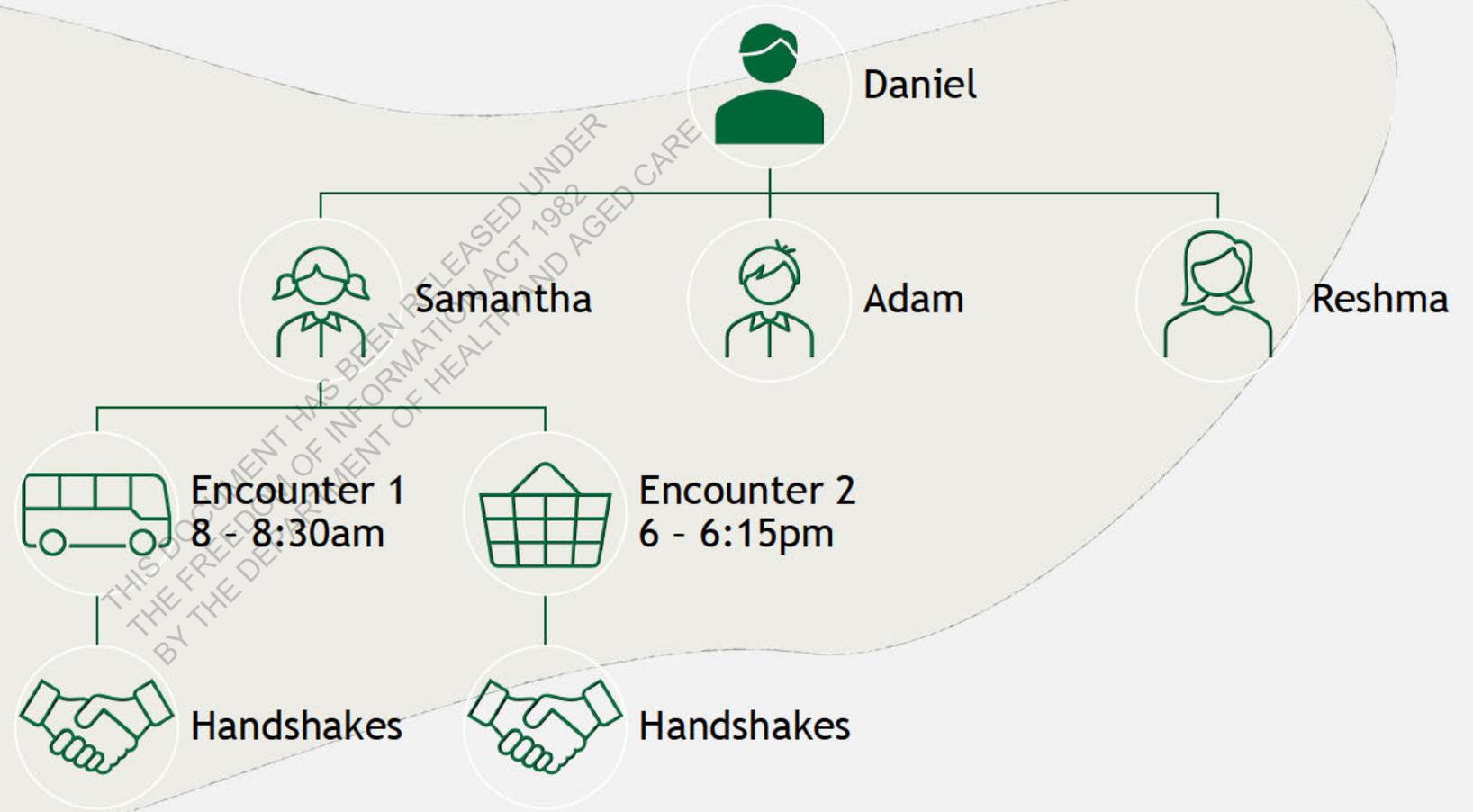
Close contacts



Encounters



Bluetooth handshakes



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# How can we use the information from COVIDSafe?

## What can data be used for, and what can it NOT be used for?

It is very important to remember that the COVIDSafe app is



### **Not** about compliance or enforcing self-isolation:

- If an individual tests positive and their App interactions show they have not been following social distancing rules, no action can be taken against them on the basis of App data
- If when looking through the contacts of a positive case, you see they have been in contact with an individual who was supposed to be following a public health order, the App data cannot be used to prosecute the individual breaching a public health order
- Once an individual tests positive, App data can never be used to check they are following stay-at-home orders
- Jurisdictions may apply public health orders to close contacts who were identified as a result of the App, but only by using information generated through contact tracing (i.e. not using App data)

## What can data be used for, and what can it NOT be used for?

It is very important to remember that the COVIDSafe app is



**Not** a definitive assessment of who is at-risk or not at-risk

- The App is designed to provide additional data to help state and territory health officials make assessments
- It is important that public health officials continue to use their discretion and public health training when assessing whether someone is a close contact



**Not** meant to replace existing contact tracing processes

- As not everyone will download and use the App, public health officials must continue to perform their standard contact tracing interviews and processes, and cannot rely wholly on the information provided in the App



App data cannot be used for any purpose other than identifying and contacting people who may have been infected by close contact with a positive case

## As per the Privacy Act



### Contact Tracing

Contact tracing is the process of identifying persons who have been in contact with a person who has tested positive for the coronavirus known as COVID-19, and includes:

- Notifying a person that the person has been in contact with a person who has tested positive for COVID-19
- Notifying a person who is a parent, guardian or carer of another person that the other person has been in contact with a person who has tested positive for COVID-19
- Providing information and advice to that person

It is acknowledged that jurisdictions have multiple other roles in providing public health advice, support and orders, when managing positive and close contacts.



### COVID App Data

Data relating to an individual that has been collected or generated through the App

- It does not include information obtained from another source, in the course of undertaking contact tracing
- Once App Data is verified, augmented or modified - even if it is identical to App data - it is no longer App data
- States are not precluded from normal compliance procedures associated with maintaining self-isolation protocols, provided that only information gathered by the jurisdiction, that is not App data, is used for that purpose
- Information collected by a state/territory is subject to that jurisdiction's laws



## Key Terms

## Use and Disclosure of COVIDSafe information - Key Principles



The Privacy Act allows for the disclosure of App data in limited scenarios. Firstly, for the purpose of (and only to the extent required) contact tracing by PHOs and secondly for the purpose of maintaining system integrity by the data store administrator (Digital Transformation Agency).

- However - in order to maintain public trust and individual privacy, patient confidentiality must be maintained consistent with current processes:
  - Take all possible steps to avoid revealing personally identifying information on:
    - A positive case to a possible close contact
    - A close contact to a positive case
  - Phone number and name are personally identifying
  - Date, time and estimated Bluetooth proximity are not considered personally identifying on their own (but may indirectly identify)
  - The App does not provide location information and this should be clear in contact tracing discussions

## What am I required to do during the contact tracing process?



The Commonwealth recognises that Jurisdictions will have their own standard scripts for

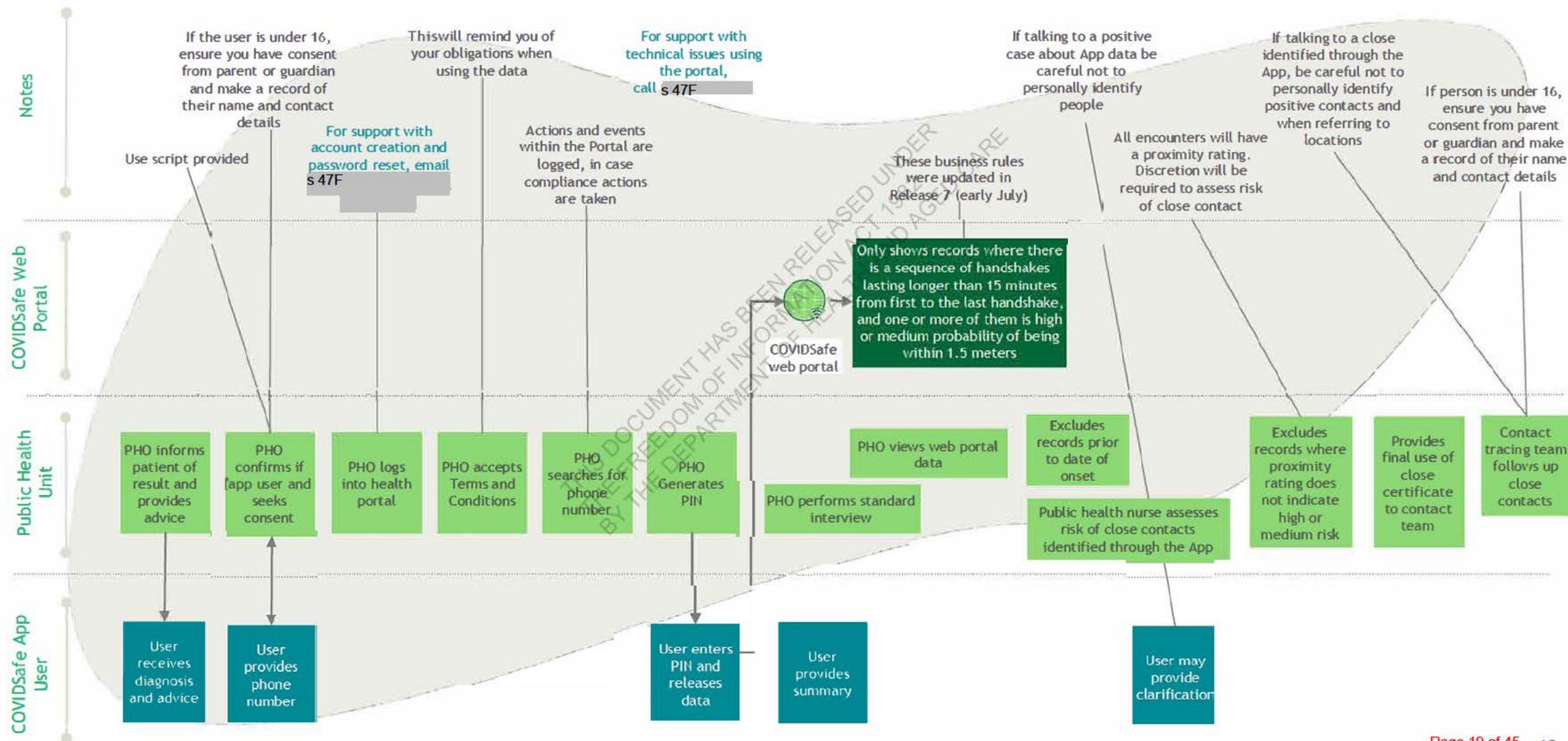
- Identifying themselves to a patient
- Disclosing any conditions of the interaction or interview—such as recording a phone call, patient confidentiality, etc.
- Seeking the consent of a parent, guardian or carer
- Informing an individual of a positive diagnosis
- Providing public health advice, or public health orders, to an individual



Public Health Officials will continue to be able to use their existing case management and contact management processes. **However, due to the various privacy requirements of the App, there are some specific things that you are required to do when interacting with a positive case or close contact is a user of the App (scripts and guidance provided later)**

- Use the script provided when asking people to upload their data from the App
- Ensure you are speaking to the guardian or parent of a minor—and record the name of the parent or guardian in your case/contact management system
- Ensure you don't disclose the name of a positive contact to a close contact, or a close contact to a positive contact

# Key steps - things to note and remember





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# How do I use the web portal?

# The Collection Notice

## You will need to read and agree to the Collection Notice



### The Collection Notice:

- Will be delivered to you **via email** before you log in for the first time
- All users of the Health Portal will have to read the Collection Notice before they can access the portal. No response is required, unless there is an objection.
- The Collection Notice:
  - Reminds you that the COVIDSafe Data can only be used for contact tracing purposes, under the Privacy Act.
  - Informs you that by using the web portal your 'personal information' will be collected: email address, phone number, state/territory, entry into the portal, and that your actions within the portal will be logged.
  - **Advises who** your personal information may be disclosed to (i.e. where required by law, to other organisations to investigate a privacy breach, or prosecute an offence)
  - Who you can contact if you have questions, or wish to make a complaint


 Australian Government  
 Department of Health

### Notice of Collection - Access to COVIDSafe Application data

What is the purpose for which you can access and use COVIDSafe App data?

COVIDSafe Application (App) data can only be used for contact tracing purposes and must not be disclosed to anyone except for the purpose of, and only to the extent required for the purpose of, contact tracing.

# Logging in to the Health Portal



Only nominated public health officials are able to access the COVIDSafe Health Portal. You will be provided login credentials by the Digital Transformation Agency (DTA)



Access is limited to State and Territory networks. You should be able to access it from home if using a VPN, but will not be able to access it on a public computer



Ensure that when you are accessing the portal, you are not in a location where unauthorised people can see the data



You will be provided login credentials by the DTA.

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# Terms and Conditions

Every time you log in, you must agree to the Terms and Conditions



The Terms and Conditions lay out important requirements around privacy and security, and will be presented to you upon your first login to the web portal.



**COVIDSAFE**

**Administration console**

---

Welcome to COVIDtrace administration.

Sign into your account

Need an account? Please reach out to your state and territory contact tracing team



**Sign in with your email and password**

Email

Password

[Forgot your password?](#)

Sign in

## Terms and Conditions of Use for COVIDSafe Application data

As a condition of access to the National COVIDSafe Data Store (NCDS) you must acknowledge and accept your responsibilities to ensure the privacy and security of COVIDSafe Application (App) data.

You may only access App data for the purpose of contact tracing.

You must not disclose App data to anyone, except for the purpose of contact tracing.

For monitoring and audit purposes, details of your access to the NCDS are recorded and retained.

Unauthorised use of the NCDS may result in disciplinary action or prosecution.

ACCEPT

DECLINE

# Seek consent from user and input their phone number into portal

## Script

- Have you downloaded and registered with COVIDSafe, a mobile phone application sponsored by the Australian Government?
  - ✓ If YES: Navigate to, or Log into the Web Portal
  - ✗ If NO: Follow normal Standard Operation Procedures
- Would you consider uploading the information your COVIDSafe app has collected? We ask this so that we can notify people who have potentially been exposed to COVID-19 and take appropriate action. You do not have to consent to upload this data.
  - ✓ If YES: Proceed
  - ✗ If NO: Inform they can read the Consent notice again on the App, and there is publicly available information on the Privacy of the App and they can change their mind later. Do not force the person to upload the data
- May I confirm the number of the mobile phone you registered with in the App?
  - ✓ If CONFIRMED: Proceed
  - ✗ If NOT-CONFIRMED: Repeat Phone Number. If no correct phone number can be found, abandon process (and/or contact technical support).
- May I confirm the name that is registered against the App (if not the person's name as you know it)?
  - ✓ If CONFIRMED: Proceed
  - If NOT CONFIRMED: Can you please confirm your registered postcode
  - ✓ If CONFIRMED: Proceed
  - ✗ If NOT-CONFIRMED: Abandon—advise if they remember the process can begin again if they remember the name they registered with.

COVIDSAFE If you're experiencing issues call **s 47F** Signed in as **s 47F** [Sign out](#)  
 FOI 2016IR - Document 1

### Search Phone Numbers

Mobile number  
 For international numbers, add the country code starting with '+'. For example: +44.

COVIDSAFE If you're experiencing issues please call **s 47F** Signed in as **s 47F** [Sign out](#)

### Search Phone Numbers

Mobile number  
 For international numbers, add the country code starting with '+'. For example: +44.

#### Results

Phone number	Full name	Status	Registered	Last upload
<b>s 47F</b>	<b>s 47F</b>	Uploaded information	12 Apr 2020, 09:41	29 Jun 2020, 09:00
<b>s 47F</b>	<b>s 47F</b>	Registered	30 Mar 2020, 19:25	-

Showing 1-2 of 2



#### Why am I seeing multiple results for the same phone number?

Some users may have registered multiple devices using the same mobile phone number for themselves or family members. The phone number may also appear multiple times if a user has deleted and reinstalled the app on the same device.

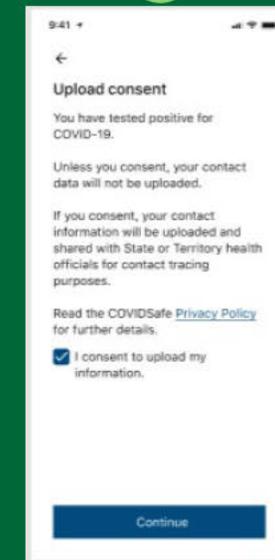
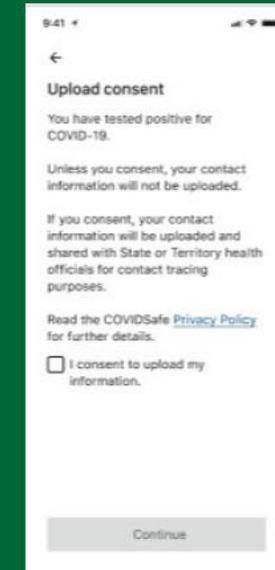


#### Status definitions

**Registered:** User completed the registration process but has not uploaded information.  
**Upload failed:** User uploaded information but there was an error during the process.  
**Upload not verified:** User tried to upload information but was not able to verify PIN.  
**Uploaded information:** Registered user uploaded information after receiving a call from a health official.

## Seek consent from user to upload data

5. If you consent to uploading your information, please click on the COVIDSafe App on your phone. Scroll down to the bottom of the screen. You should see the following question: “Has a health official asked you to upload your information?” If you consent, please click, “Upload my information”.
  - ✓ If YES: Proceed
  - ✗ If NO: Clarify steps
6. On the next page, you should see a consent notice. Please read it and scroll to the bottom. When you have done this, please let me know
  - ✓ If YES: Proceed
  - ✗ If NO: Clarify steps
7. Now you should see the question, “Do you agree to upload your information”. If you consent, please click, “I agree”. When you have done this, please let me know
  - ✓ If YES: Proceed
  - ✗ If NO: Clarify steps

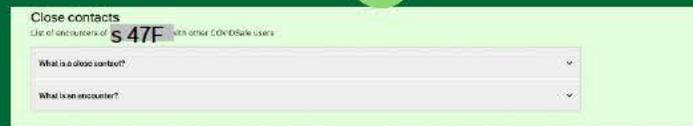
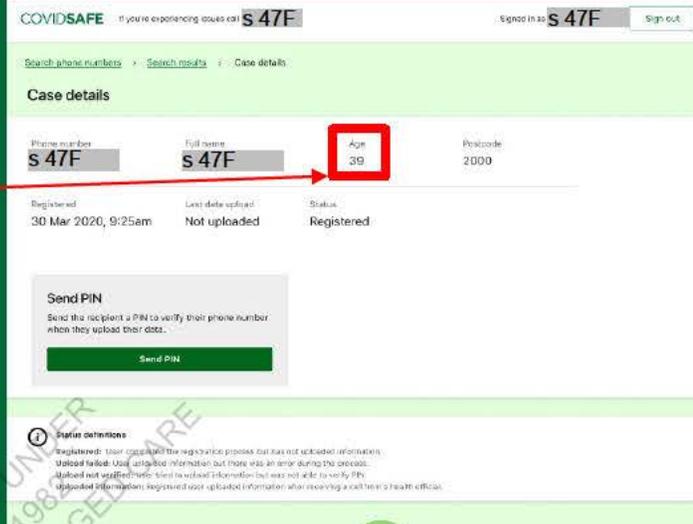


# Guide user through PIN process

Whilst this indicates age, PHOs will be presented with an age range as opposed to a definitive number

8. Now you should be presented with a screen asking you for a Personal Identification Number. Do you see this?
  - ✔ If YES: Proceed
  - ✘ If NO: Clarify steps
9. Thanks very much for your help. The government has received your consent, and I can now provide your PIN. I will text it to your mobile, but I can also read it out to you for you to enter into your phone. Are you ready?
  - ✔ If YES: Send Text, and slowly read PIN
  - ✘ If NO: Clarify steps
10. Thanks again. Please let me know when you've entered your PIN, or if you've had any issues
  - ✔ If YES: Proceed
  - ✘ If NO: Clarify steps

Please note: A PIN will be valid for 5 minutes. A PIN can be re-sent if not actioned by the user.



Date (from)	Date (to)	Contact type	Status	Exposures	Last encounter date	Contact type
15 Jun 2020, 08:00	28 Jun 2020, 08:00	Potential close contact	Registered	24	28 Jun 2020, 08:00	Known close contact
			Registered	181	27 Jun 2020, 16:30	Known close contact
			Registered	167	27 Jun 2020, 16:32	Known close contact
			Registered	95	24 Jun 2020, 08:28	Confirmed close contact
			Registered	77	24 Jun 2020, 16:47	Confirmed close contact
			Registered	181	26 Jun 2020, 08:00	Known close contact



# Data upload

- Once a user uploads their data, the Status is changed to 'Health Case Open'
- There will be a delay between a user uploading their data, and it being available for use
- This may take up to 15 minutes

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COVIDSAFE If you're experiencing issues call s 47F FOI 2016IR - Document 1  
Signed in as s 47F [Sign out](#)

[Search phone numbers](#) > [Search results](#) > [Case details](#)

### Case details

Phone number s 47F	Full name s 47F	Age 39	Postcode 2000
Registered 12 Apr 2020, 09:41	Last data upload 29 Jun 2020, 09:00	Status Uploaded information	

### Close contacts

List of encounters of s 47F with other COVIDSafe users

What is a close contact? ▼

What is an encounter? ▼

Date (from)   Date (to)  Contact type    ▼

6 results of 150 total contacts | [Reset filters](#)

<input type="checkbox"/>	Full name	Phone number	Status	Encounters	Last encounter date	Contact type
<input type="checkbox"/>	s 47F	s 47F	Registered	264	28 Jun 2020, 09:41	<a href="#">Known close contact</a>
<input type="checkbox"/>	s 47F	s 47F	Registered	187	27 Jun 2020, 15:30	<a href="#">Known close contact</a>
<input type="checkbox"/>	s 47F	s 47F	Registered	187	27 Jun 2020, 15:32	<a href="#">Known close contact</a>
<input type="checkbox"/>	s 47F	s 47F	Registered	95	24 Jun 2020, 09:26	<a href="#">Confirmed close contact</a>
<input type="checkbox"/>	s 47F	s 47F	Registered	77	24 Jun 2020, 18:47	<a href="#">Confirmed close contact</a>
<input type="checkbox"/>	s 47F	s 47F	Registered	167	15 Jun 2020, 08:23	<a href="#">Potential close contact</a>

Showing 6 of 6 results (150 total contacts) No more contacts to show [Download CSV filtered file](#)

### Contact types

**Potential close contact:** Contact needs to be assessed.  
**Known close contact:** Close contact was identified through the interview with case.  
**Confirmed close contact:** Close contact was confirmed after assessing the data and/or thought further calls.



The following slides give more information on the data release process that you as a contact tracer will go through with an app user after they test positive



## Releasing COVIDSafe data from a user's phone

### Please note

- Ensure you have voluntary consent
- As per existing jurisdictional processes, ensure that you are speaking to the correct individual. This means asking them to confirm the name they registered with first, before beginning the consent and upload process. If you cannot be assured of this, the process should **not progress** and no COVIDSafe data can be released from the App

### Note for minors

- Following age verification, if the positive case is under 16, as per existing jurisdictional processes, ensure that you are speaking to the minor's parent, guardian or carer
- If you are assured of this, you must make a note of the parent, guardian or carer's name and contact details in your contact/case management system, in case consent is questioned at a later date
- If you cannot be assured of this, the process should not progress and no COVIDSafe data can be released from the App
- See the end of the slide deck for the adjusted Script for Minors—Release of Data



# How do I review and interpret the data?

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## Case details page

### What you will see:

- The phone number, name (or pseudonym), age range and postcode of the positive Case
- A view of the close contacts of the positive case - aggregated by the close contacts phone number
  - The Web Portal will only show contacts for whom there is a sequence of Bluetooth handshakes lasting longer than 15 minutes from the first to last handshake AND
  - Where there is a medium to high probability that at least ONE of the handshakes is equivalent to 1.5 metres

It is important to note that this system does not replace the informed risk assessment of a trained health professional.

COVIDSAFE If you're experiencing issues call s 47F FOI 2016/IR-DS 47F [Sign out](#)

[Search phone numbers](#) > [Search results](#) > Case details

### Case details

Phone number s 47F	Full name s 47F	Age 39	Postcode 2000
Registered 12 Apr 2020, 09:41	Last data upload 29 Jun 2020, 09:00	Status Uploaded information	

### Close contacts

List of encounters of s 47F with other COVIDSafe users

**What is a close contact?**

Close contacts display when <NAME> has come into contact with someone, with the COVIDSafe App running, and:

- there is a sequence of Bluetooth® handshakes lasting longer than 15 minutes from first to the last handshake, AND
- at least one of those handshakes has a medium or high probability of contact within 1.5 metres.

If a person meets the close contact rules once, all Bluetooth® handshakes are accessible to Health Officials.

**What is an encounter?**

An encounter is a series of Bluetooth® handshakes between two devices running the COVIDSafe App.

Date (from)  Date (to)  Contact type

150 total contacts

<input type="checkbox"/>	Full name	Phone number	Status	Encounters	Last encounter date	Contact type
<input type="checkbox"/>	s 47F		Registered	485	28 Jun 2020, 09:41	Potential close contact
<input type="checkbox"/>	s 47F		Registered	200	27 Jun 2020, 15:30	Potential close contact
<input type="checkbox"/>	s 47F		Registered	200	27 Jun 2020, 15:32	Potential close contact
<input type="checkbox"/>	s 47F		Registered	224	24 Jun 2020, 09:26	Potential close contact
<input type="checkbox"/>	s 47F		Registered	102	24 Jun 2020, 18:47	Potential close contact
<input type="checkbox"/>	s 47F		Registered	258	15 Jun 2020, 09:23	Potential close contact
<input type="checkbox"/>	s 47F		Registered	40	8 Jun 2020, 15:43	Potential close contact
<input type="checkbox"/>	s 47F		Registered	20	7 May 2020, 09:01	Potential close contact

[Search phone numbers](#) > [Search results](#) > [Case details](#) > Encounters with s 47F

## Encounter details with s 47F

List of encounters between s 47F and s 47F

What is an encounter? ▼

Date (from)

Date (to)

Probability within 1.5m  
 High  Medium  Low ▼

Meets algorithm threshold  
 Yes  No ▼

60 results of 167 total encounters | [Reset filters](#)

Encounter date <span>▼</span>	Duration <span>▼</span>	Probability within 1.5m <span>▼</span>	Consistency <span>▼</span>	Meets algorithm threshold <span>▼</span>
<a href="#">24 Jun 2020, from 09:23</a>	0h 15mins	Low	Stable	No
<a href="#">17 Jun 2020, from 12:59</a>	6h	High	Sporadic	Yes
<a href="#">08 Jun 2020, from 15:30</a>	6h	High	Sporadic	Yes
<a href="#">07 Jun 2020, from 09:23</a>	1h 45mins	High	Sporadic	Yes

[Search phone numbers](#) > [Search results](#) > [Case details](#) > [Encounters with s 47F \[redacted\]](#) > Bluetooth® handshakes

## Bluetooth® Handshakes

List of **sporadic** Bluetooth® handshakes between s 47F [redacted] and s 47F [redacted] on **17 Jun 2020, from 12:59**

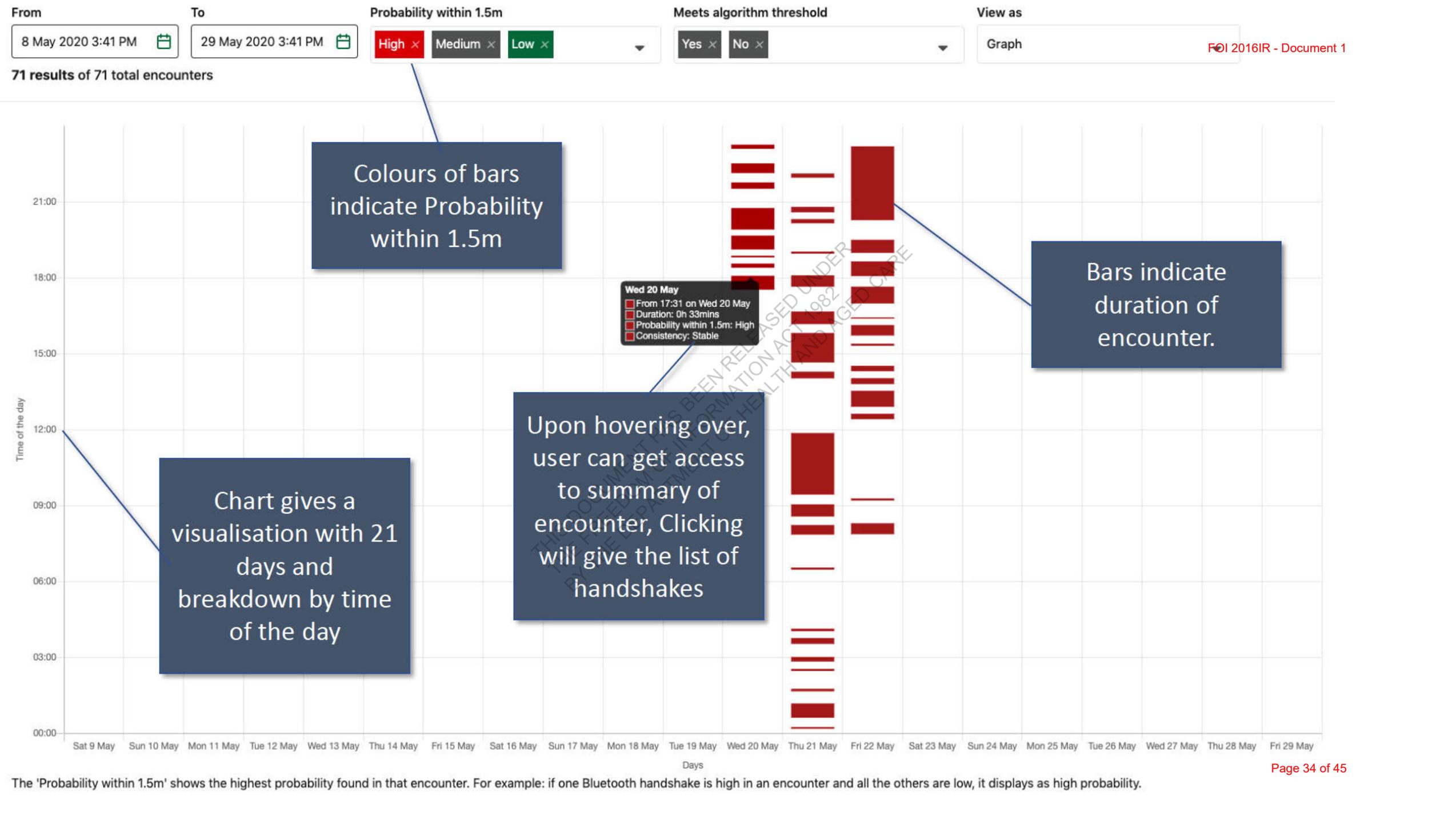
### What is a Bluetooth® handshake?

A handshake is a Bluetooth® interaction between two devices with COVIDSafe active. The probability of the devices to be within 1.5m of each other is calculated using RSSI (Received Signal Strength Indicator) and Tx Power (Transmission Power).

Probability within 1.5m

Handshake timestamp ▼	Probability within 1.5m ▼	RSSI	Tx Power
17 Jun 2020, at 12:59:04	Low	-20 dBm	12 dBm
17 Jun 2020, at 12:59:12	High	-20 dBm	12 dBm
17 Jun 2020, at 13:00:02	Low	-20 dBm	12 dBm

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The 'Probability within 1.5m' shows the highest probability found in that encounter. For example: if one Bluetooth handshake is high in an encounter and all the others are low, it displays as high probability.

## Data will be presented with distance and duration criteria to help you make a decision about whether further contact tracing will need to occur

In accordance with health guidelines and best practice knowledge of Bluetooth® technology, data will be presented according to two main criteria: distance and duration of contact. Health officials can use these criteria when making assessments in the contact tracing process.



### Distance

Bluetooth® signal strength indicates that two users of COVIDSafe have a **high** or **medium** chance of having been **within 1.5m of each other**. This is to account for environmental factors that may affect signal such as variation in phone models, interference from barriers (e.g. bags, laptops or in a back pocket) or whether the phones are in an outdoor or indoor environment.

AND



### Duration

The Web Portal will only show contacts for whom there is a sequence of Bluetooth handshakes lasting longer than 15 minutes from the first to last handshake. Within a 15 minute encounter period there could be as few as two pings or as many as 15 pings. As the current app settings are designed to initiate a ping every minute, these parameters provide the highest level of confidence of the contacts having been together for 15 minutes or more.

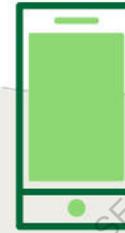
However, the option to access additional contact data which meet the distance and duration criteria will be possible upon clicking through into user profiles (see detailed steps earlier in slide deck for more information)

# There are a handful of edge cases that you may encounter when using the health portal



## Post Codes - Cross Border and Close Contacts

- Postcode is not always a reliable indicator of State of residence
- A State Public Health Official will only be able to search the record of a positive case, if the post code falls within that State
- For postcodes that straddle multiple state borders, both or all of those States will be able to search the record of the positive case
- All close contacts of the positive case will be shown to a public health official, regardless of their State of Residence
- States should follow their usual process of passing information and responsibility for contact tracing to another jurisdiction, as necessary



## Users have registered for COVIDSafe across multiple devices

- Users may register using a single phone number across multiple devices. In this instance a search query for a phone number will result in two records associated with a single phone number
- As a health official you will need to view both records to gain an understanding of all encounters the users has had



## Person can't remember their pseudonym or person has used a false name

- If it is clear that the name is not the same as the client you are speaking to (eg. they have used a pseudonym), you should prompt the user to inform you of the name registered.
- Do not provide them with the registered name before verifying the pseudonym.
- If they are unable to confirm the name, ask to confirm postcode. If this cannot be done, the release of the data must be abandoned.



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# How will this work with existing internal processes?

## How does the health portal fit in with existing processes?

Depending on how your jurisdiction has decided to use the Web Portal, you may use the Web Portal either **sequentially** or **concurrently**<sup>1</sup>

- This will depend on how many public health officers have been nominated to access the portal to begin with, and your current processes
- This might also change over time, as the Web Portal and processes are refined

Department of Health is available to help jurisdictions embed the use of the Web Portal into their current processes

### Sequential Use of the Web Portal



A public health officer will perform their standard contact tracing interview process with a positive case, and then prompt the user to release their data. After the initial interview, they can use the data in the web portal to see if any additional close contacts can be identified.

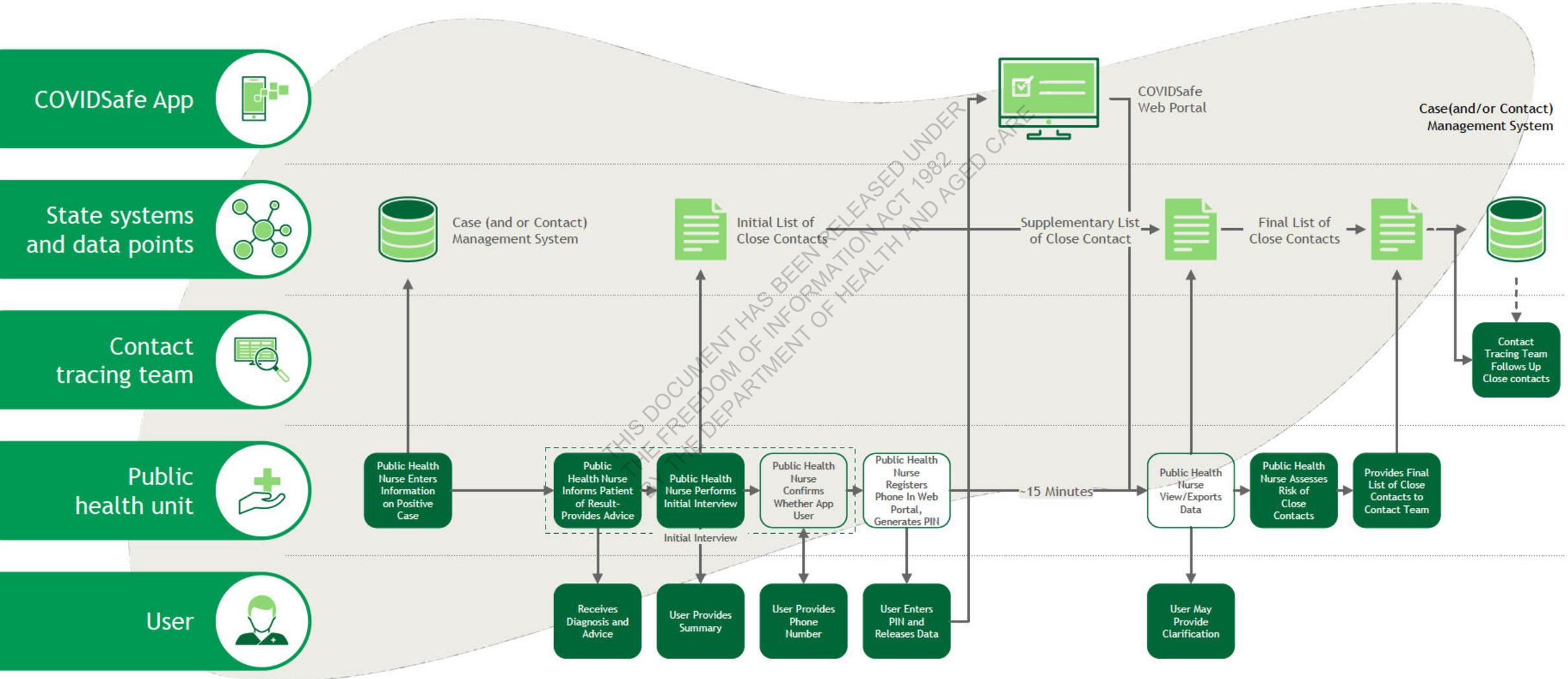
### Concurrent use of the Web Portal



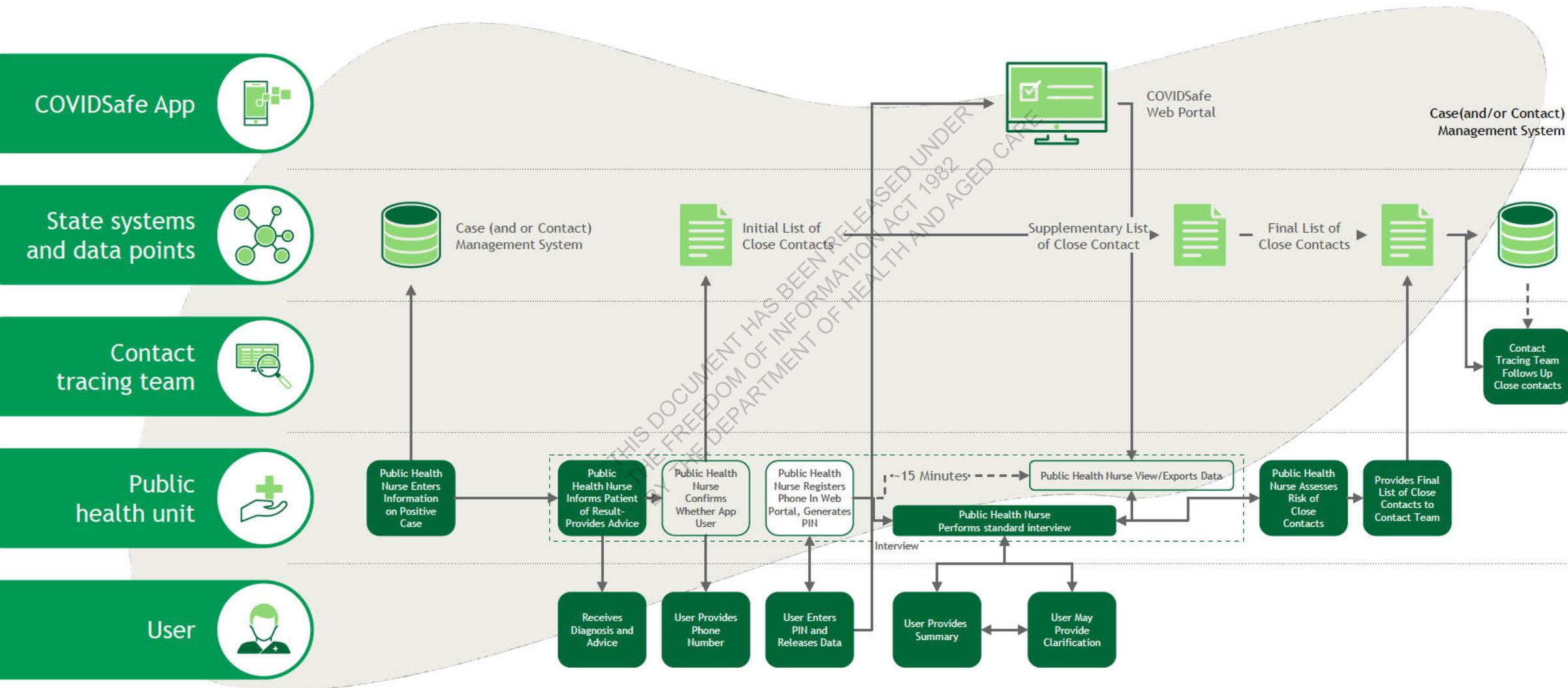
A public health officer will prompt a positive case to upload their data at the beginning of the contact tracing interview, and then view and use the data when discussing the positive case to assess whether any additional close contacts can be identified.

<sup>1</sup> More detail on these processes can be found in the appendix

# Sequential workflow



# Concurrent workflow





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# Script for under 16s

# Script for interacting with people who are under the age of 16

As per existing jurisdictional processes, following age verification ensure that you are speaking to the minor's parent, guardian or carer.  
If you cannot be assured of this, the process should not progress and no COVIDSafe data can be released from the App

Has (name of minor) downloaded and registered with COVIDSafe, a mobile phone application sponsored by the Australian Government?

✓ If YES: Proceed

✗ If NO: Follow normal Standard Operation Procedures

The COVIDSafe app on (name of minor's) phone has collected information on people they may have come in contact with. We will need your express permission for the information on the app to be uploaded. Would you consider uploading the information your COVIDSafe app has collected on people (name of minor) may have come into close contact with? We ask this so that we can notify (name of minor's) close contacts that they may have been exposed to COVID-19 and take appropriate actions.

✓ If YES: Proceed

✗ If NO: Inform they can read the Consent notice again on the App, and there is publicly available information on the Privacy of the App. Do not force the person to upload the data

May I confirm the number of the mobile phone (name of minor) registered with in the App? What is it?

✓ If CONFIRMED: Proceed

✗ If NOT-CONFIRMED: Repeat, if still not confirmed then disengage.

If you consent to uploading (name of minor) information, please click on the COVIDSafe App on (name of minor's) phone. Scroll down to the bottom of the screen. You should see the following question: "Has a health official asked you to upload your information?" If you consent, please click, "Upload my information". When you have done this, please let me know

✓ If YES: Proceed

✗ If NO: Clarify steps

On the next page, you should see a consent notice. Please read it and scroll to the bottom. When you have done this, please let me know

✓ If YES: Proceed

✗ If NO: Clarify steps

Now you should see the question, "Do you agree to upload your information". If you consent on behalf of (name of minor), please click, "I agree". When you have done this, please let me know

✓ If YES: Proceed

✗ If NO: Clarify steps

Now you should be presented with a screen asking you for a Personal Identification Number. Do you see this?

✓ If YES: Proceed

✗ If NO: Clarify steps

Thanks very much for your help. The government has received your consent, and I can now provide your PIN. I am going to read it out to you for you to enter into your phone. Are you ready?

✓ If YES: Slowly read PIN

✗ If NO: Clarify steps

Thanks again. Please let me know when you've entered your PIN, or if you've had any issues

✓ If YES: Proceed

✗ If NO: Clarify steps

Thank you - we have recorded your consent.

If calling a Close Contact who is under 16:

I'm calling because you have registered on the COVIDSafe App. I note that you are under the age of 16, could I please speak to your parent, guardian or carer?

If they're not available, could you ask them to call me on xx.



# How do I get support?

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## You have many options for support should you need it



### Web Portal password reset

- There is a team at DTA responsible for creating new accounts and managing requests from web portal users
- For password reset, you will need to provide via an email to: <sup>s 47F</sup> [REDACTED] the following details:
  - Full Name
  - Email
  - Mobile number
- Your request will be actioned within 24 hours of being requested—involves SMS authentication
- Operating hours: 8am to 7pm (AEST), 7 days a week



### Web Portal technical support

- DTA is responsible for the technical maintenance and development of the COVIDSafe system and will be liaising directly with States/Territories to handle system integrity and maintenance
- Contact dedicated phone line: <sup>s 47F</sup> [REDACTED]
- This team will be able to answer questions and assign more technical requests to developers if necessary
- Operating hours: 8am to 7pm (AEST), 7 days a week



If the COVIDSafe app user has any questions, feedback or needs technical support

- If COVIDSafe app users have questions or are experiencing issues with the app, you can refer them to
  - For general questions or concerns: The COVIDSafe website [Help Topics](#) (general FAQs including addressing privacy concerns)
  - For technical issues, app users can email <sup>s 47F</sup> [REDACTED]
  - For app feedback, app users can send that through the in-app form “report an issue” link under FAQs page



**COVIDSAFE**

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