



Australian Government

Department of Health

New tool to help slow the spread of COVID-19

The COVIDSafe app is a new tool, alongside testing, good hygiene and social distancing, to help slow the spread of coronavirus in Australia.

The COVIDSafe app is solely about health. It will help keep Australians safe by speeding up the process of notifying people who have been in contact with someone with coronavirus. State and territory health officials will contact you if you may have been exposed and tell you:

- what to look out for
- whether you need to quarantine
- how, when and where to get tested, and
- how to protect yourself and your family.

The app is voluntary and free. You can download COVIDSafe from your app stores. You will be asked to enter a name, phone number, postcode and age range. This information is uploaded to a highly secure data storage system and used to generate a reference code.

The app operates in the background on your phone as you go about your day. It uses Bluetooth to find other app users. It securely logs the reference codes of app users you come in contact with, along with the date, time, distance and duration of the contact.

It does not record location.

This contact information is encrypted and stored in the app on your phone. Not even you can access it.

The contact information is only stored in the app for 21 days. This period allows for the maximum 14 day incubation period of the virus, and the time it takes to confirm a positive test result. Information older than 21 days in the app is automatically deleted.

If you are diagnosed with COVID-19, state and territory health officials will ask you for information about everyone you have been in contact with recently. You can choose to give them access to the information captured by the app about people you have been in close contact with – within 1.5 metres for 15 minutes or more.

Presently, finding people who may have been exposed to the virus relies on people being able to remember who they have been around and knowing their contact details. COVIDSafe make this process faster and more accurate.

The information in the app can only be used by state and territory health authorities, and only to help notify people who have been in contact with someone with coronavirus. It will be a criminal offence to use app data in any other way.

You can delete the app and its information from your phone at any time.

When the pandemic ends here in Australia, users will be prompted to delete the COVIDSafe app from their phone. This will delete all app information on a person's phone. The information in the information storage system will also be destroyed at the end of the pandemic.

Use of the app will help governments move more quickly to reduce restrictions than would otherwise be possible.

For more information on coronavirus and the COVIDSafe app, visit www.health.gov.au