

Question on Notice
No. 835
Asked on 17 June 2021

Mr T Watts asked Premier and Minister for Trade (Hon. A Palaszczuk)—

QUESTION:

With reference to the 'Check in Queensland App'—

Will the Premier advise (a) in each contract tracing case was the app data used successfully or were other methods used, and if not, please provide a reason why, (b) how many times the app has crashed and (c) how many issues have been recorded in relation to the app exceeding its capacity?

ANSWER:

The Check In Qld app is a contactless, free, secure and convenient way for people to provide contact tracing information at a wide range of premises. Since its launch in February 2021, thousands of businesses have registered and millions of check-ins have been made by customers using the app.

From 1 May 2021, all Queensland hospitality businesses have been required to use the Check In Qld app when signing in patrons to their premises, and from 9 July 2021 the requirement was extended to a range of new sectors.

When a person is diagnosed with COVID-19, Queensland Health will conduct contact tracing. Public health officers will assess the movements of the person with COVID-19 while they were infectious and determine who in the community are considered close contacts. Each contact tracing case is different, and the app is one of several tools that contact tracers use to do this work. The app helps make contact tracing faster, more reliable and complete.

The information collected by the Check In Qld app is securely stored by the Queensland Government and used by Queensland Health should the need for contact tracing arise.

An example of its success is in the recent contact tracing efforts undertaken in Brisbane, where 18 close contacts were identified as checking in to a hospitality venue within 24 hours of a case being found.

There have been no instances of the app crashing on the government-side server. Some users may experience crashes on their own devices from time to time, for example, crashes that may occur on any app when an older device or version is used to that recommended.

I am also advised that there have been no issues relating to the app's capacity. The Check In Qld app runs on a secure cloud platform that is designed to prevent any disruptions to system operation, to operate 24/7, and is scalable to cope with increased loads. The app has been available 100 per cent of the time since its release.