

Human Computer Interaction

User Interface Critique Concepts

Seyed Amirhossein Mosaddad

Interface

The chosen interface to be evaluated in this assignment is the NSW Health website:

<https://www.health.nsw.gov.au/> .

As the assignment topic is related to COVID-19, this paper will mainly focus on the COVID-19 sections of the NSW health website (<https://www.health.nsw.gov.au/covid-19>).

The purpose of the website is to provide information about the health system, health services and departments in NSW as well as helping users to become more familiar with health care, diseases, prevention and treatments.

The COVID-19 section of the website focuses on raising awareness about the disease by providing up-to-date statistics, recent news, alerts and articles about the virus, and vaccination and getting tested.

The website is trying to reach three main goals as below:

1. Help to reduce the rate of COVID new cases by providing daily statistics about the disease, alerts and case locations so users can avoid travelling to those locations.
2. Help users get tested as quickly as possible if they have symptoms to stop spreading the disease any further.
3. Help to eventually eliminate the disease in NSW and the country by helping users book an appointment and get vaccinated.

Users

As the NSW ministry of health owns this website and it plays a critical role in providing content and information regarding healthcare for users, a broad range of people would use it. Five types of people who would use this website particularly for COVID-19 related purposes are:

1. Health professionals, e.g., general practitioners, medical specialists and allied health professionals such as pathologists, psychologists and dietitians
2. People with disability, disability service providers and staff
3. Aboriginal people and aboriginal communities
4. People in media such as reporters, content creator and news anchors.
5. Aged care providers and staff, residents and families of aged care facilities

All of the user types mentioned above are primary (direct) stakeholders. Primary users work with the product and are directly affected by the NSW Health website.

Secondary stakeholders are the users who the primary users directly impact. For example, secondary stakeholders for the NSW Health website can be government organisations such as the NSW Ministry of health, as the government owns the website. As COVID-19 involves the lives of people, it can be said that secondary users can also include the groups of people from primary users since, in this case, every group can essentially affect other groups of people.

Tertiary users are the ones who will not be directly impacted by other types of users in a short-term period. This group can include users such as the IT support for the website, people responsible for supporting users and maintaining the contents of the application, local agencies and departments, religious and cultural institutions.

Overall, since the website is responsible for providing critical information regarding COVID-19, any misinformation or delays to alert people about new cases can eventually affect the whole community of New South Wales.

Tasks

The users selected for analysis are:

1. Health professionals, e.g., general practitioners, medical specialists and allied health professionals such as pathologists, psychologists and dietitians
2. Aged care providers and staff, residents and families of aged care facilities

Health professionals such as general practitioners use the website to educate themselves on recent COVID-19 news and alerts to be more effective in visiting their patients to check if they show any related symptoms. They also need to be aware of the control guidelines regarding the disease to help contain the disease. Health professionals are at great risk of infection as they visit many patients daily, so they also need to have easy and quick access to getting tested and vaccinated.

Staff and families of home care and residential aged care facilities use the website to become familiar with the additional regulation, training and control for aged care services, and instruction on how to get tested, vaccinated and stay healthy.

The health professionals are chosen as one user group since they play the most important role in fighting the virus. They raise awareness and treat patients and help them to get tested in case they show any symptoms. Health professionals are also at significant risk of infection since they visit many patients every day. Hence, they need quick access to the new information regarding the disease and recent cases in different locations.

Aged care staff and service providers are selected as the second user group. According to the NSW health website, residents of these facilities are at increased risk of infection and encounter more severe complications if they become infected. So, it is vital that the website provides different regulations for these services.

Analysis

From the design principles table (DP), the two principles, visibility(DP1) and affordance(DP5), will be analysed. According to Sharp et al. (2019, p. 26-27), visibility stresses the clarity of a system's functionalities, how much the visibility of those functionalities assist users in realising what they need to do next to work with the system efficiently. In the DP table, the website's visibility is considered to be positive, with a severity rating of 3 (i.e. useful). The interface has easily noticeable clickable buttons, text boxes, and hypertexts with appropriate use of colours and contrast. Texts provided for these buttons are easy to understand, and they are categorised logically. Therefore, users can quickly become familiar with the system and its services or functionalities.

Affordance is how an item's properties and behaviour help users to learn how to work with it (Sharp et al., 2019, p. 30). The affordance characteristic of the website is considered positive, with a severity rating of 3. For example, in the main COVID-19 webpage, when users hover their mouse over clickable areas such as hypertexts, buttons and boxes; The colour and contrast of these areas will change, indicating to the users that they are links. In addition, links to videos are displayed with a play icon, showing users that these links direct them to videos. Also, text boxes with search icon help users to recognise where they can do searching.

From the usability goals table (UG), the concepts of effectiveness(UG1) and efficiency(UG2) will be discussed. According to Sharp et al. (2019, p. 19), the effectiveness of a design is a

general concept in which one considers how a system is successful at behaving the way it is expected to. The website's effectiveness is positive, with a rated severity of 3 (i.e., helpful). NSW health website is one of the key resources of COVID-19 for people living in NSW. It provides crucial information regarding new cases, case locations, recent updates and alerts, how to get tested, how to get vaccinated and a dozen more links and guidelines for different user types. As a result, it is an effective source of information to keep people healthy. Efficiency is how quickly users can perform a task with a small amount of work (Sharp et al., 2019, p. 20). The website's efficiency is positive, with a rating of 3 (helpful). With search bars and filter-based search in different sections of the website (e.g., search for a clinic, search for an article/link, search for recent case locations) and provide interactive maps for users to engage with, users can efficiently find the information they look for.

From the Heuristics table (H), the two methods of match between system and the real world(H1), and consistency and standards(H4) will be explained. As reported by Sharp et al. (2019, p. 550), matching between a system and the real world means using ideas and methods that users are able to understand their meaning and functionality intuitively as they are similar to real-world concepts. This method was rated positively with a severity number of 3 (helpful). The website has many instances of this method, such as the printer button on top of the page, search icon and phone icon. All these matchings have led to a more coherent heuristic.

Consistency and standards mean that the design should have similar conventions to other standards platforms Sharp et al. (2019, p. 551). This concept was rated negatively with a severity score of 2. Different web pages have different layouts, structure and different use of colours which decreases the consistency. Videos are spread all over the pages without being able to access all the videos in one place and being able to search for them. They are also hosted on different platforms (YouTube, Vimeo), which affects the consistency. Search results are in other languages (Vietnamese, Swahili etc.), while the search was done in English. This affects the consistency of design and is not optimal.

From the User experience table (UX), satisfying(UX2) and boring(UX3) experiences will be examined (Sharp et al., 2019, p. 22). Satisfaction is a desired feeling that one might feel when they achieve something or find something they are looking for on the website. The website allows users to find critical information quickly as the main webpage for COVID-19 provides necessary information briefly with an appropriate layout. Interactive maps on the website also can have a satisfying impact on users as it allows them to work faster. Boring is a feeling of being uninterested and not willing to carry out a task. The display of information and layout on webpages containing more specific information for different users becomes tedious as the pages only have bland texts and links to pages. This can make users feel bored to follow the information.

Accessibility

The website has appropriate accessibility features. For example, users can easily change the font size smaller or larger by using the feature on the top of the website pages. In addition, suitable usage of colours and shapes with differing contrast by hovering over them makes the website more universal and accessible. There is also a whole section of the website allocated for users with special needs where they present information with videos along with captions and larger font size for users.

Accessibility Page

This statement relates to content available on the NSW Ministry of Health website www.health.nsw.gov.au. If you have any questions or comments about this statement or the content on this site, please contact us.

Accessible Web Design

This site has been developed to ensure content is available to the widest possible audience, including readers using assistive technology or accessibility features. By adhering to guidelines for accessible web design, we acknowledge the diversity of communication methods, available technologies and abilities of web-users in the community.

New South Wales Health strives to maintain conformance to [W3C's Web Content Accessibility Guidelines \(WCAG\)](#).

If you are unable to access a document on this website due to a disability, please request an alternative format using our [Accessible format request form](#). Where possible, we are committed to providing alternative versions on request.

The text is too small for me to read - how can I change it?

There is a toolbar positioned on the tertiary navigation area that contains a tool to change text size or you also could try changing the screen resolution.

Current as at: Wednesday 16 May 2018
Contact page owner: [NSW Ministry of Health](#)

Video series: Ella and Dr Jan
Conversations about COVID-19 between Ella During from the NSW Ministry of Health and Dr Jan Fazeli of NSW Health.

Good use of colours, contrast, images and grouping

How to stop the spread of COVID-19

What is COVID-19

Getting tested

How to self-isolate

Videos with captions in verbal and ASL form

and above all be kind. If it's frustrating for you, think about how it is for the other person, with or without facemasks.

Transcript: Accessible communication when wearing a mask

Issues Table

Severity scale rating is defined as below:

For negative issues:

- 0 = Not a usability issue (a technical bug)
- 1 = Cosmetic issue (fix if there is time)
- 2 = Minor issue (should fix)
- 3 = Major issue (must fix)
- 4 = Showstopper (cannot release until fixed)
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For positive issues:

- 0 = Primitive
- 1 = Mediocre
- 2 = Adequate
- 3 = Useful
- 4 = Elegant

Design Principles (DP)					
Reference	Severity	+/-	Principle	Description	Screenshot
DP1	3	+	Visibility	<ul style="list-style-type: none"> Visible, clickable buttons coloured in red on the top of the page for emergency information and COVID-19 news. Hovering over each section in the navigation bar on the top of the webpage shows a drop-down menu indicating different sub-sections with clickable hypertext. 	DPS1
DP2	2	+	Feedback	<ul style="list-style-type: none"> Search functionality shows the number of search results that match the searched keyword. Users are shown what page they are currently on, as well as the title of the page. Users are shown feedback in red colour after clicking submit without writing their information in the required fields. 	DPS2
DP3	0	+	Constraints	<ul style="list-style-type: none"> In the get tested section of the website for COVID-19, constraints are implemented for searching the right facility for users to choose for testing. The email address needs to be valid, and the phone number needs to have at least 10 integers in the feedback form. 	DPS3
DP4	2	-	Consistency	<ul style="list-style-type: none"> Search results return links to articles in different languages while the default language is in English. Some videos on the website are hosted on YouTube, and some are hosted on Vimeo. 	DPS4
DP5	3	+	Affordance	<ul style="list-style-type: none"> If users hover over clickable text boxes in the webpage, the colour of the box will change, indicating that it is clickable. Links to videos are displayed with a play icon indicating the link goes to a video. The Search bar with a search icon prompts users to input keywords and do the search. The Call box with the phone icon allows users to know they can call the service by clicking on it. 	DPS5
DP6	3	+	mapping	<ul style="list-style-type: none"> Clicking on plus buttons on the interactive map on the COVID-19 clinic's page and showing the information of the facility that its location was clicked on the map 	DPS6

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Usability Goals (UG)					
Reference	Severity	+/-	Principle	Description	Screenshot
UG1	3	+	Effectiveness	<ul style="list-style-type: none"> The website provides a broad range of helpful information regarding COVID-19, such as new cases in different periods and locations, statistics regarding vaccination, how to get tested, how to get vaccinated and recent news and alerts from NSW health about COVID-19. It also provides a wide range of guidelines, articles and videos for different types of users. 	UGS1
UG2	3	+	Efficiency	<ul style="list-style-type: none"> The website provides good efficiency by allowing users to quickly find what they are looking for by searching and filtering functionalities across different parts of the website and interactive maps to find the desired outcome. 	UGS2
UG3	0	+	Safety	<ul style="list-style-type: none"> Filtering functionality for different clinics allows users to clear and select another option if they make mistakes. 	DPS3
UG4	2	+	Utility	<ul style="list-style-type: none"> Good search functionality for different sections Quick access to information by providing links and a drop-down menu on the top of the main page 	UGS1, UGS2
UG5	3	+	Learnability	<ul style="list-style-type: none"> Easy to follow with good use of colouring and layout. Good use of pictures and texts combined into a link to increase learnability 	UGS5
UG6	0	+	Memorability	<ul style="list-style-type: none"> Not many users visit this website frequently The website gets updated regularly to adapt to users' needs (updating statistics, news alerts, adding new articles and other sections), so the structure might change frequently. 	

Heuristics (H)					
Reference	Severity	+/-	Principle	Description	Screenshot
H1	3	+	Match between system and the real world	<ul style="list-style-type: none"> Good use of Icons and Images similar to the real words concepts and understanding Printer Icon on the top of the page for printing a webpage/article 	DPS5, HS1

				<ul style="list-style-type: none"> • Telephone Button representing a link to contact NSW service • Using Icons that match with the real world for easy and quick access to other links • Similar Icons to guide users with searching and finding clinics' locations that serve them best 	
H2	1	+	User control and freedom	<ul style="list-style-type: none"> • There is a sequence of web page names from the home page to the page the user is currently in provided on each page. Users can click on the sequence and go back to where they came from. 	DPS2
H3	0	+	Visibility of system status	<ul style="list-style-type: none"> • Users can see what page they are on with a related page title. 	DPS2
H4	2	-	Consistency and standards	<ul style="list-style-type: none"> • Different pages have different layouts. • Videos are hosted on different media platforms. • Results from the search function on the home page are in other languages 	DPS4
H5	3	+	Recognition rather than recall	<ul style="list-style-type: none"> • Most of the important and critical information and links are presented to users • Information and links are presented in a logical flow, which makes the recognition easier. 	UGS1, UGS2, UGS5
H6	1	+	Help users recognise, diagnose and recover from errors	<ul style="list-style-type: none"> • Clear and appropriate error messages when filling in the feedback form. Showing the empty fields need to be filled in with clear messages • If a link to one of the pages on the website is broken, a clear message is displayed with some reasons why the page might be broken. 	DPS1
H7	0	+	Error prevention	<ul style="list-style-type: none"> • Upon entering an invalid email format or a phone number not having 10 digits, clear messages will be shown so that they can stop errors from occurring when submitting the form. 	DPS3
H8	2	-	Flexibility and efficiency of use	<ul style="list-style-type: none"> • Flexible and efficient for finding and accessing general information. • Difficult for finding more specialised information related to a special type of users, such as people in aged care services. The layout and relevant pages are bombarded with too much text and links to other pages and 	HS8

				websites, decreasing the efficiency of use.	
H9	3	-	Help and documentation	<ul style="list-style-type: none"> Could hardly find the FAQs page for the website as it was placed on Hot topics and not on the top of the page where it usually should be. Only the contact us page is available, only for emergency reasons and not for the website. 	HS9
H10	1	-	Aesthetic and minimalist design	<ul style="list-style-type: none"> The main webpage of the website is somewhat aesthetic with good design. However, the display of information and layout get a little messy and difficult to follow as users go deeper into the website pages and specific links/pages. 	DPS1, DPS5, UGS5, HS8,

User Experience goals (UX)					
Reference	Severity	+/-	Principle	Description	Screenshot
UX1	2	+	Helpful	<ul style="list-style-type: none"> The website does a good job providing brief and necessary information, news, alerts and recent updates regarding the COVID-19 situation with good use of colouring, group boxes and interactivity. For more specialised content and instructions for a specific user type, the layout and display of information become inefficient and hard to find something in particular that users are looking for and therefore less helpful. 	DPS1, DPS5, UGS5, HS8,
UX2	2	+	Satisfying	<ul style="list-style-type: none"> Interacting with the interactive maps implemented on the website gave a sense of satisfaction. Being able to quickly gain so much information about COVID-19 on the main COVID-19 webpage and become aware of the situation in a short amount of time can be satisfying for users. 	UGS1, DPS6
UX3	2	-	Boring	<ul style="list-style-type: none"> For more specialised content, pages layouts and design become boring, including bland texts and links to other pages. 	HS8
UX4	2	-	Frustrating	<ul style="list-style-type: none"> Search results are not optimal. They include articles and links from other languages, while the default language is English. 	DPS4

Solutions/Sketches

The sketches provided here will address some of the negative issues or improvement for positive issues from the analysis section.

1. Visibility (DP1): Finding the FAQ page of the website was difficult as users normally expect to see a link to the page on the top or at the bottom of the home page. But it was instead in the hot topics section. As a result, moving FAQ to the top of the page where it can be easily seen will increase the visibility of the design.

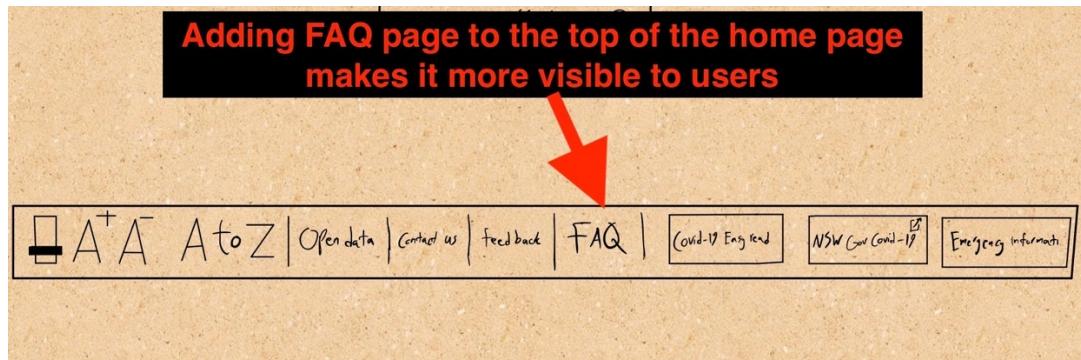


Figure 1: Visibility sketch

2. Affordance (DP5): Although the website has good affordance, the navigation menu bar on the main page is sometimes laggy, and the drop-down menus do not disappear. Perhaps a better approach for this would be adding a directional icon for each section of the menu to show that each section is clickable and displays a drop-down list once being clicked on. This improves Affordance.

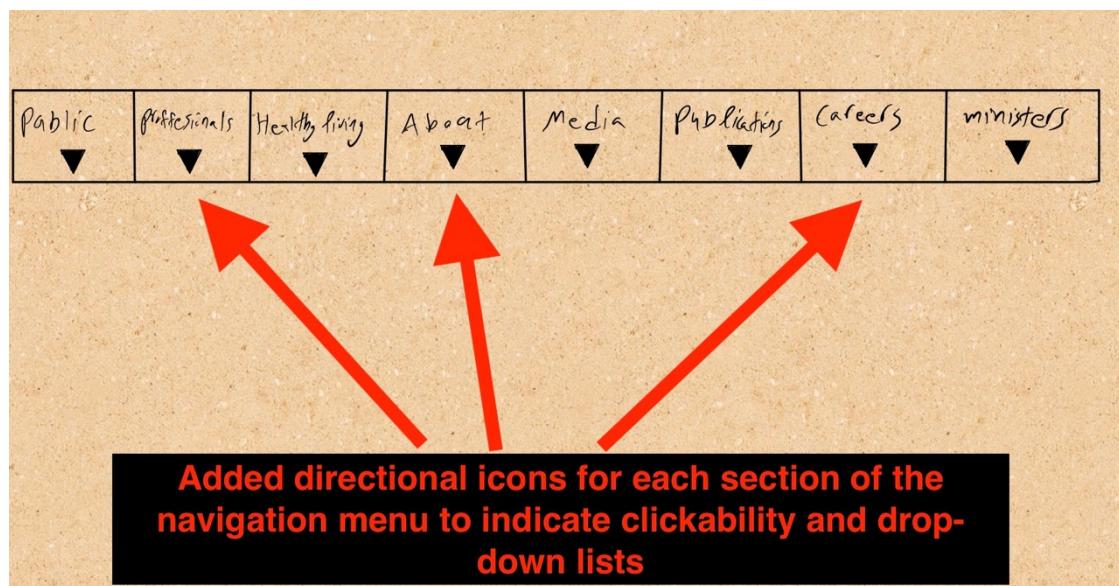


Figure 2: Affordance sketch

3. Efficiency (UG2): As stated earlier, videos on the website are placed in different sections and pages of the website. There is no quick access to watch these videos unless users know their exact location. Also, users with a disability who need visual assistance the most will have difficulties finding these videos. As a result, improving the search functionality where users can search based on videos provided on the website will enhance the efficiency of the design.

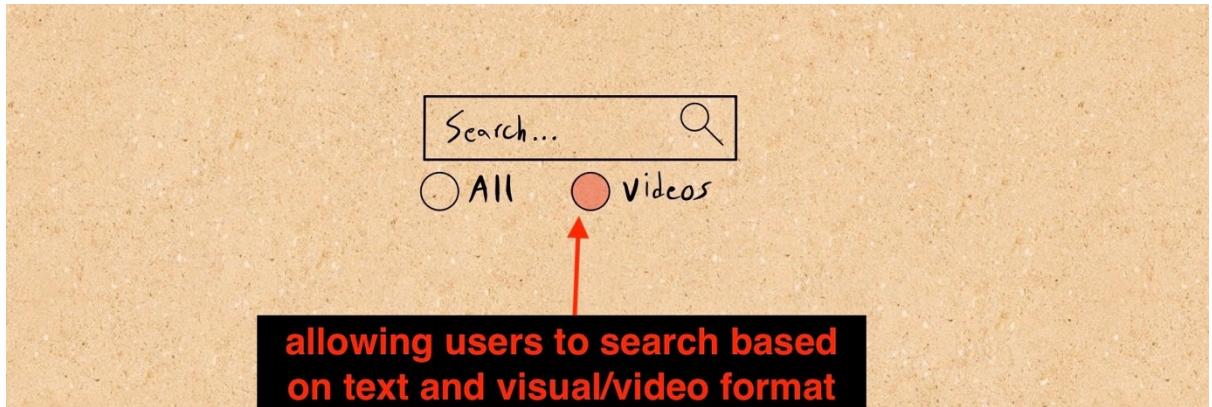


Figure 3: Efficiency sketch

4. Satisfying (UX2): while users are typing into the search bar, the search function does not give out any recommendation or suggestion for users to choose one of the suggestions they are looking for and avoid typing any further. As a result, they have to finish typing the whole words/phrase to be able to search. This can result in users' dissatisfaction. Applying this feature to the design will help with the user experience.

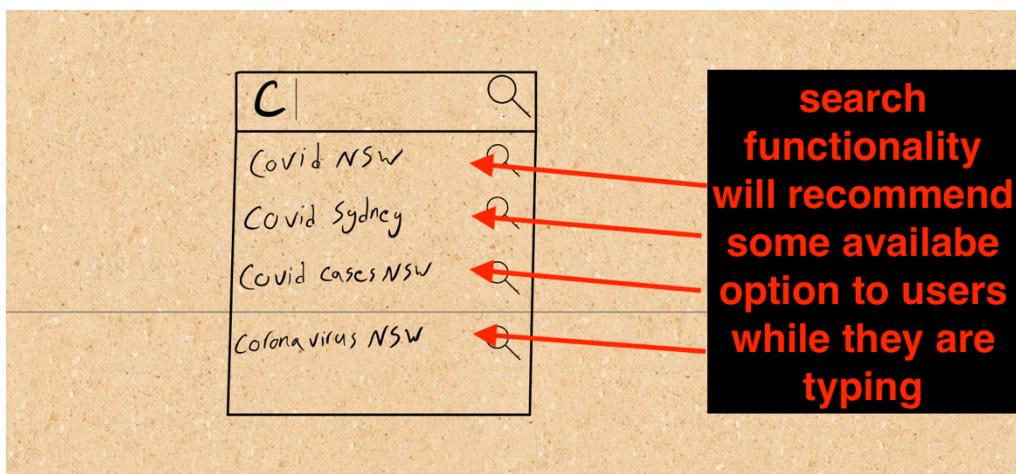


Figure 4: Satisfying sketch

5. Consistency and standards (H4): There are many rooms for improvement regarding consistency and standards for this website's design. One significant improvement can be adding multi-language functionality to the website. Since many people from different backgrounds live in Australia and Sydney, making the website compatible with a few common languages other than English positively impact the consistency of the website. In addition, displaying time and date on top of the page can positively affect consistency as well as user experience.

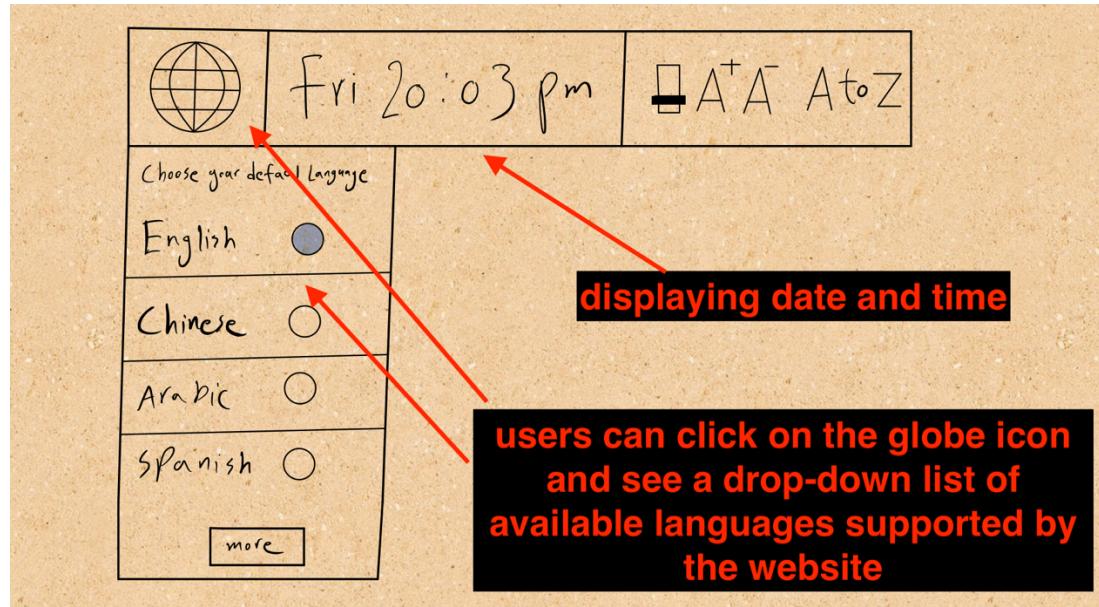
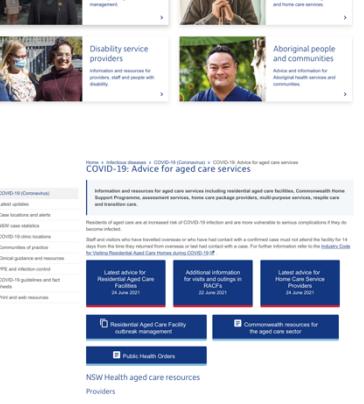


Figure 5: Consistency sketch

Appendix

Screenshots			
Reference	Screenshot	Reference	Screenshot
DPS1		DPS2	

DPS3	 	DPS4	
DPS5	 	DPS6	
UGS1	 	UGS2	

UGS5	 <p>COVID-19 (Coronavirus)</p> <ul style="list-style-type: none"> Latest updates Case locations and alerts COVID-19 news locations Community of practice Clinical guidance and resources PPE and infection control Testing for patients and fast swabs Print and web resources <p>COVID-19: Advice for aged care services</p> <p>Information and resources for aged care services including residential aged care facilities, Commonwealth Home Support Program providers, respite services, home care package providers, multi-purpose services, mobile care and frailty care.</p> <p>Residents of aged care are at increased risk of COVID-19 infection and are more vulnerable to serious complications if they do become infected.</p> <p>Healthcare workers who have been in contact with a confirmed case must isolate for 14 days from the time they returned from overseas or last had contact with a case. For further information refer to the Isolation Guide for healthcare workers.</p> <p>Latest advice for Residential Aged Care Facilities 24 June 2021</p> <p>Additional information for intersectoral advice in RACFs 24 June 2021</p> <p>Latest advice for Home Care Service Providers 24 June 2021</p> <p>Residential Aged Care Facility outbreak management</p> <p>Commonwealth resources for the aged care sector</p> <p>NSW Health aged care resources</p> <p>Providers</p>	HS1	 <p>Printer Icon</p> <p>Wheelchair accessible</p> <p>GP referral needed</p> <p>Legend:</p> <ul style="list-style-type: none"> Drive-through clinic GP referral required GP charges may apply Wheelchair accessible (please bring a motor vehicle to drive-through clinics) Booking required <table border="1"> <thead> <tr> <th>Facility</th> <th>Address</th> <th>Opening hours</th> <th>Booking and details</th> </tr> </thead> <tbody> <tr> <td>Asterton Laundry Pathology Drive-through Clinic</td> <td>81 Victoria Street, Asterton, NSW, 2381</td> <td>7:00 AM - 7:30 PM</td> <td>Laundry Pathology For more information about drive-through clinics, please call 1300 000 000.</td> </tr> <tr> <td>Abury Doreen Pathology Clinic</td> <td>Lavington Hall 488 Drake Road, Lavington, NSW, 2641 Corner of Drake & Shiree</td> <td>7:00 AM - 7:30 PM</td> <td>No booking required. Testing available to those with symptoms or those at risk of infection. If you are experiencing symptoms, please call 1300 000 000. If you were tested at a drive-through clinic and did not receive your results, please call 1300 000 000.</td> </tr> </tbody> </table> <p>Beat the heat</p> <p>Influenza</p> <p>Smoke-free outdoor dining</p> <p>Whooping cough</p> <p>Winter wise</p>	Facility	Address	Opening hours	Booking and details	Asterton Laundry Pathology Drive-through Clinic	81 Victoria Street, Asterton, NSW, 2381	7:00 AM - 7:30 PM	Laundry Pathology For more information about drive-through clinics, please call 1300 000 000.	Abury Doreen Pathology Clinic	Lavington Hall 488 Drake Road, Lavington, NSW, 2641 Corner of Drake & Shiree	7:00 AM - 7:30 PM	No booking required. Testing available to those with symptoms or those at risk of infection. If you are experiencing symptoms, please call 1300 000 000. If you were tested at a drive-through clinic and did not receive your results, please call 1300 000 000.
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HS6	 <p>If a link to a page on the website is broken, clear messages are provided to help users</p> <p>The URL you have entered was not found...</p> <p>We are sorry, the URL you have entered cannot be displayed probably because:</p> <ul style="list-style-type: none"> The URL you entered is incorrect. Please check the URL you have entered. This URL is too long. Please try another URL. The system is busy now. Please ask for "More info" or try again. <p>Contact page owner: Status: Communications and Engagement</p>	HS8	<p>Places of high concern</p> <p>The COVID-19 concern notice can designate places outside of NSW or transport modes as a "place of high concern" and will require travellers to self-isolate for 14 days upon entry to NSW.</p> <p>Close contact places</p> <ul style="list-style-type: none"> A person who has been in a close contact place of high concern at the time specified in the notice and is not usually a resident of NSW, or has been in a place of high concern at the time specified in the notice, must immediately travel to their place of residence or the place of high concern, whichever is closer to the place of high concern. While traveling to the residence, they must immediately self-isolate for 14 days upon entry to NSW under the COVID-19 Isolation Guidelines. A person who has been in a close contact place of high concern at the time specified in the notice and not usually a resident of NSW, or has been in a place of high concern at the time specified in the notice, must immediately travel to their place of residence or the place of high concern, whichever is closer to the place of high concern. While traveling to the residence, they must immediately self-isolate for 14 days upon entry to NSW under the COVID-19 Isolation Guidelines. <p>Casual contact places</p> <ul style="list-style-type: none"> A person who has been in a casual contact place of high concern at the time specified in the notice and not usually a resident of NSW, or has been in a place of high concern at the time specified in the notice, must immediately travel to their place of residence or the place of high concern, whichever is closer to the place of high concern. While traveling to the residence, they must immediately self-isolate for 14 days upon entry to NSW under the COVID-19 Isolation Guidelines. A casual contact must make a copy of their negative test result. <p>Residents of the ACT</p> <p>If a person from the ACT has been in a place of high concern or the place specified in the notice, can enter NSW for the purpose of traveling to the ACT. In such a case, they must travel by the most practicable direct route and comply with the Health Direct Quarantine while in NSW.</p>												
HS9	 <p>COVID-19 (Coronavirus)</p> <p>For general information and advice about COVID-19, including what NSW Health is doing to manage the situation, visit the COVID-19 page.</p> <p>For general advice on what to do if you suspect you may be unwell, contact the National Coronavirus Health Information Line on 1800 620 888. If you require medical or emergency services, call 000.</p> <p>Should you be unwell, it is important to seek medical support. There are other places of services available:</p> <ul style="list-style-type: none"> • Local GP or Dental Practice: A clinical support service that provides short-term support for any time people who are having difficulty coping or recovering from COVID-19. • NSW Health 1800 611 512: A 24-hour telephone advice and online consulting service for young people aged 16 to 25 years. • NSW Health 1800 222 188: A 24-hour telephone advice and online consulting service for people aged 65 and over. • GPs: For other inquiries, visit NSW Health or call 13 17 77. <p>To report outbreaks or confirmations of Public Health Orders of Cited Diseases on 1800 333 600.</p> <p>For other inquiries, visit NSW Health or call 13 17 77.</p> <p>Stay informed. Download the official government Coronavirus Australia app in the Apple App Store or Google Play or on the WhatsApp channel or on iGlobe in Australia.</p> <p>Correspondence handling statement</p> <p>Before sending correspondence, please ensure you are familiar with the NSW Health correspondence handling statement</p> <p>Contact NSW Health</p>														

References:

- Sharp H, Rogers Y and Preece J (2019) Interaction Design: Beyond Human-Computer Interaction, 5th Edition, John Wiley, Indianapolis