TAFE QUEENSLAND

COVID SAFE

Work Training for Dining In

MAKE GREAT HAPPEN

tafe Queensland

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COVID-19: How everyone can help

Introduction

COVID-19 has the changed the world we live in.

This course will ensure you have key information necessary for your return to work in this new environment that will help protect you and the rest of the community.

The topics to be covered in this first module are:

- What is COVID-19
- Coronavirus prevention
- Social distancing
- Responsibilities of workers and employers
- Resources and information

The second module will cover information specific to your industry.

What is COVID-19?

COVID-19 is a new strain of coronavirus affecting humans.

Some coronaviruses can cause illness similar to the common cold and others can cause more serious diseases such as Severe Acute Respiratory Syndrome (SARS[i]) and Middle East Respiratory Syndrome (MERS[ii]).

This coronavirus is still new and as such we are still learning more about it.

Source: http://conditions.health.qld.gov.au/HealthCondition/condition/14/217/838/novel-coronavirus

COVID-19 prevention

The virus can spread from person to person through:

- close contact with an infectious person (including in the 48 hours before they had [symptoms](#)[iii])

- contact with droplets from an infected person's cough or sneeze

- touching objects or surfaces (like doorknobs or tables) that have droplets from an infected person, and then touching your mouth or face.

COVID-19 is a new disease, so there is no existing immunity in our community.

Source: https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert/what-you-need-to-know-about-coronavirus-covid-19#how-it-spreads

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▶ **Video**

[Protect yourself and those around you](#)[iv]

Source: https://www.qld.gov.au/health/conditions/health-alerts/coronavirus-covid-19/protect-yourself-others/coronavirus-prevention

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❗ **Important**

These measures will prevent the spread of the virus in your community, ensuring vulnerable people are safe and restrictions can be eased sooner.

🌐 **Weblink**

Looking after yourself by [eating a healthy, balanced diet](#)[v] , [getting regular physical activity](#)[vi], [sleeping well](#) and [reducing stress](#)[vii] is important all the time.

🌐 **Weblink**

Looking after yourself by [eating a healthy, balanced diet](#)[viii] , [getting regular physical activity](#)[ix], [sleeping well](#)[x] and [reducing stress](#)[xi] is important all the time.

Physical distancing

▶ **Video**

[Physical distancing to help slow the spread](#)[xii]

CORONAVIRUS COVID-19
GREATEST RISK

Because they are at greatest risk of getting really sick from COVID-19, people in the following groups should stay at home as much as possible and limit contact with other people

people aged 70 years and over

people aged 65 years and over with chronic medical conditions

people with compromised immune systems, and

Aboriginal and Torres Strait Islander people aged 50 years and over.

Source: https://www.qld.gov.au/health/conditions/health-alerts/coronavirus-covid-19/protect-yourself-others/social-distancing
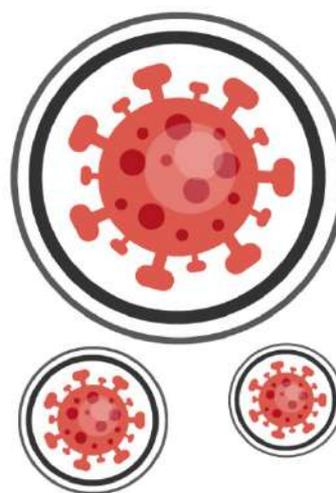
▶ **Video**

By now you've probably heard people talking about flattening the curve, so the Queensland Government has created this short video to show you what this means for Queenslanders:

Coronavirus video - Social Distancing

[Coronavirus: Social Distancing](#)[xiii]

Responsibilities of workers and employers

> **!** **Important**
>
> It is critical that if a person has any respiratory symptoms that they do not attend work. This includes sore throat, fever, and cough.
>
> People who have been directed by health authorities to either self-isolate or self-quarantine must not attend work and must stay at home and away from others.

What should I do if I test positive for COVID-19?

Workers have a duty to take reasonable care for their own health and safety and the health and safety of other persons in the workplace.

What does a worker do if they test positive for COVID-19?

Queensland Health will contact you if you have a positive test for COVID-19. You must self-isolate and follow the instructions of health authorities. You should inform your supervisor of your diagnosis and you must not attend work.

Queensland Health will contact your employer, if required, for the purpose of contact tracing and will advise on what actions are required to protect other workers who may have had close contact with you.

When can a worker return to work if they have COVID-19?

An officer from a Queensland Health Public Health Unit will advise you when you are no longer infectious and can return to work.

What should a worker do if they have had close contact with someone who has tested positive for COVID-19?

Queensland Health will undertake contact tracing. This involves identifying people who have had close contact with someone with confirmed COVID-19 infection. If you are considered a close contact, you will be directed to self-quarantine and provided with information to prevent the further spread of infection.

People who are not close contacts do not have to go into quarantine but should be alert to the signs and symptoms of COVID-19, monitor their health and continue to practice recommended physical distancing and hygiene measures.

When can a worker return to work after self-quarantine?

If you have self-quarantined for 14 days without any symptoms, you can return to work. If you need a medical certificate you should see your GP. If you have tested negative for COVID-19 during this period, you must remain in quarantine for the full 14 days. You should seek medical attention immediately if you develop symptoms while in self-quarantine.

What happens if a worker develops symptoms while they are in self-quarantine?

If you develop symptoms while you are in self-quarantine, you should seek medical attention immediately from your GP or a Fever Clinic. Call ahead to let the doctor or clinic know you are under quarantine so they can prepare for your arrival. If you are tested for COVID-19, you must remain in quarantine while waiting for the test results. If your test comes back negative, you are still required to complete the rest of your quarantine period. If you test positive for COVID-19 infection you will be required to self-isolate.

What should a worker do if they are concerned their employer is not complying?

If you are concerned that your employer is not complying with COVID Safe requirements you should firstly contact your HSR (health and safety representative). If you can't or require further assistance call WHS Queensland on 1300 362 128 https://www.worksafe.qld.gov.au/ or your relevant union via Qld Council of Unions 3010 2555 https://www.queenslandunions.org.

Employers' responsibilities in relation to COVID-19

Employers must consult with workers. Consultation involves sharing of information, including about possible sources of exposure to COVID-19 and associated health risks, giving workers a reasonable opportunity to express views and taking those views into account before making decisions on health and safety matters. A safe workplace is achieved when everyone involved in the work communicates with each other to identify hazards and risks, talks about health and safety concerns and works together to find solutions.

Workers must be consulted on health and safety matters relating to COVID-19 in the workplace, including (but not limited to):

- identifying the tasks and processes that could result in the spread of COVID-19

- developing a plan in response to COVID-19

- making changes to processes or procedures that could result in the spread of COVID-19

- making changes to controls to protect workers from the spread of COVID-19

- providing information and training for workers.

⓵ Important

Your employer will have a COVID Safe plan for you to follow

Queensland businesses are currently required to take action to manage COVID-19 in the workplace and should have a plan in place to demonstrate this. The plan will provide you as an employee with instructions on how to stay COVID safe in your workplace.

This is an existing measure linked to current legislation, and the plan will be based on advice from [Workplace Health and Safety Queensland](xiv)[xiv]. This plan, or a summary of it, should be displayed as evidence that a business is COVID SAFE.

Source: https://www.business.qld.gov.au/running-business/covid-19-restrictions/easing

⓵ Important

If your employer is not complying with the requirements talk to them or your HSR (health & safety representative) to try to resolve the issue first but if you can't or want further assistance (either advice or to lodge a complaint) you can call WHS Queensland on 1300 362 128 or lodge an online complaint through: https://www.worksafe.qld.gov.au/online-services or contact your relevant union through the Queensland Council of Unions on 3010 2555.

For private sector wages, leave, dismissal, stand down and employee entitlement advice you can call the Fair Work Ombudsman on 13 13 94 or visit their website at: https://www.fairwork.gov.au/

Managing psychosocial risks

A psychosocial hazard is anything in the design or management of work that causes stress. Stress is the reaction a person has when we perceive the demands of their work exceed their ability or resources to cope. Work-related stress if prolonged and/or severe can cause both psychological and physical injury. Stress itself does not constitute an injury. To manage stress from COVID-19 employers should:

- regularly ask workers how they are going and if there are any work-related stressors that need to be addressed

- be well informed with information from official sources, regularly communicate with workers and share relevant information as it comes to hand

- consult your workers on any risks to their psychological health and how these can be managed

- provide workers with a point of contact to discuss their concerns and to find workplace information in a central place

- inform workers about their entitlements if they become unfit for work or have caring responsibilities

- proactively support workers who you identify may be more at risk of a work-related psychological injury (e.g. frontline workers or those working from home)

- refer workers to appropriate channels to support mental health and wellbeing, such as employee assistance programs.

Source: https://www.worksafe.qld.gov.au/__data/assets/pdf_file/0005/191678/covid-19-overview-and-guide.pdf

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🌐 Weblink

Further information managing risks to psychological health during COVID-19 pandemic has been provided by Safe Work Australia[xv].

❗ Important

For more information about contact tracing, quarantine or isolation contact Queensland Health on 13HEALTH (13 43 25 84) or visit www.health.qld.gov.au.

Source: https://www.worksafe.qld.gov.au/__data/assets/pdf_file/0005/191678/covid-19-overview-and-guide.pdf

Resources and information

COVIDSafe app

The COVIDSafe app uses Bluetooth to collect information of people you come into close contact with who are also using the app. This helps health officials to quickly notify close contacts of people diagnosed with COVID-19 if the person agrees to share their information.

Download the COVIDSafe app in the Apple App Store[xvi] or Google Play[xvii]

For detailed questions and answers about this app, see the COVIDSafe app FAQs[xviii].

Coronavirus Australia app

Stay up to date with official information and advice about the coronavirus (COVID-19) situation. You can check your symptoms and get notified when urgent information and updates are published.

Download the "Coronavirus Australia" app in the Apple App Store[xix] or Google Play[xx]

🌐 **Weblink**

Queensland Government's Roadmap to Easing Restrictions[xxi]

Find out more about physical distancing[xxii] and avoiding public gatherings and visits to vulnerable groups[xxiii].

For up to date information on gathering and visiting restrictions visit the Chief Health Officer public health directions page[xxiv].

Keeping your workplace safe, clean and healthy during COVID-19[xxv]

Resources and information are available from the Queensland Government's Coronavirus (COVID-19) page[xxvi].

Psychological tips for coping with coronavirus (COVID-19)[xxvii] and other infectious diseases.

Stay informed

Join the Australian Government COVID-19 WhatsApp channel[xxviii] to learn the latest on Australia's response to coronavirus (COVID-19). Join the WhatsApp channel[xxix] or download the WhatsApp on iOS[xxx] or Android[xxxi].

☑ Self-check Activity

Take the [COVID-19 self-assessment quiz](#)[xxxii]

Source: https://www.qld.gov.au/health/conditions/health-alerts/coronavirus-covid-19/take-action/coronavirus-prevention

✓✗ Quiz: COVID-19 what you can do

Which of the following are ways in which you might catchCOVID-19? (Select all that apply)

☐ Someone with the virus sneezes or coughs onto you

☐ Someone with the virus coughed or sneezed onto a surface (like a door handle) that you touch, and you get the infected droplets on your hands and then transfer them to your mouth, nose or eyes when you touch your face or eat.

☐ Someone with the virus walks past you in the street

Which five (5) of the following are ways in which we can all help stop the spread of COVID-19? (Select all that apply)

☐ Clean your hands regularly with soap and water or alcohol-based hand rubs.

☐ Cover your nose and mouth with a tissue or bent elbow when coughing or sneezing.

☐ Avoid touching your face, nose and mouth. And avoid shaking hands.

☐ Stay home as much as possible, especially if you are sick.

☐ Practice physical distancing, which includes staying 1.5 metres away from others as much as you can.

☐ Wear a mask

☐ Go to work if you have symptoms.

How far away from others should you stay for physical distancing? (Select the correct answer)

☐ 1.5 metres

☐ 2 metres

☐ 4 metres

In which of the following situations should you stay home from work? (Select the correct answer)

☐ If you have a positive test for COVID-19

☐ If you have had close contact with someone who has tested positive for COVID-19

☐ If you have symptoms

☐ All of the above
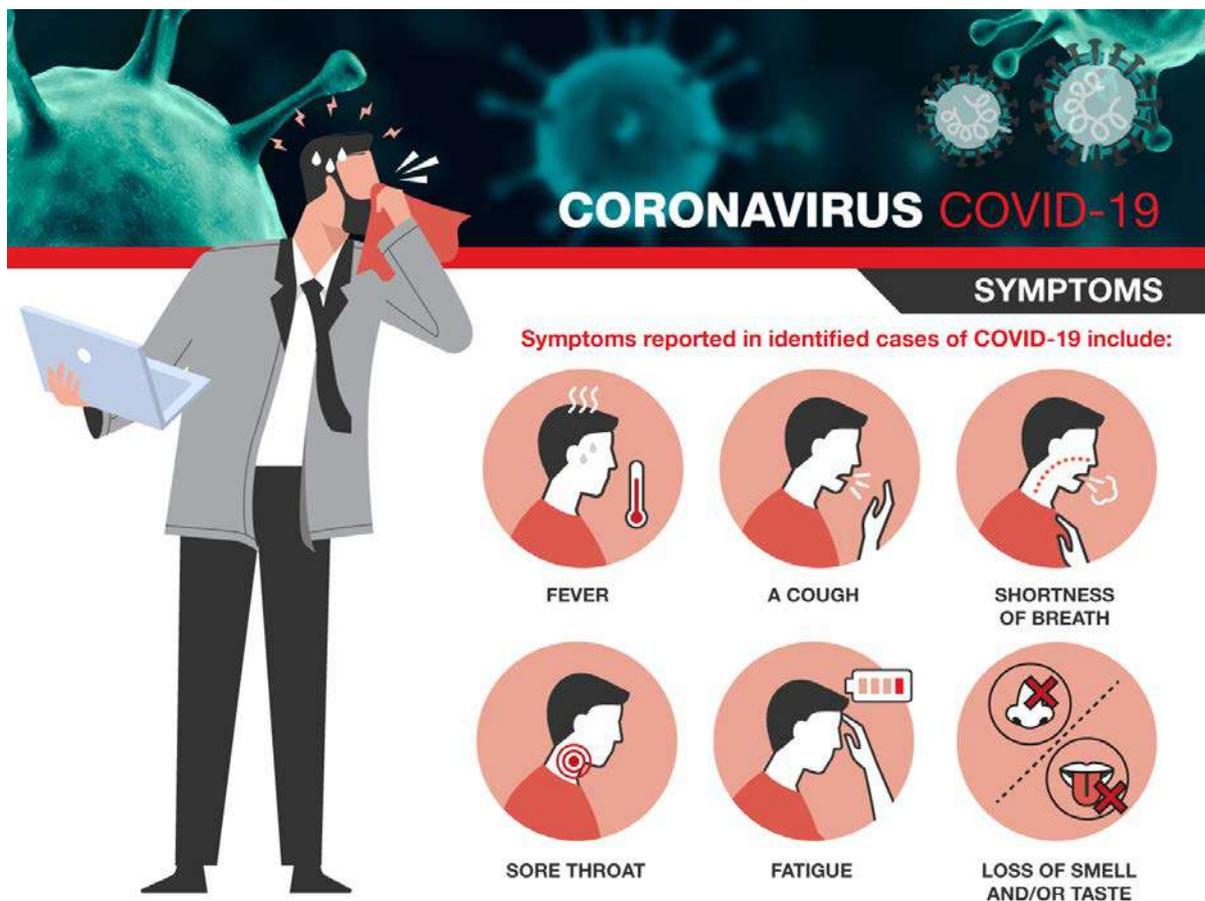
COVID-19: Dining In

Introduction

This module will cover COVID-19 information specific to your industry.

The topics to be covered in this module are:

- Symptoms of COVID-19

- What if you get sick or test positive?

- Food safety aspects of COVID-19

- Hand hygiene

- Cleaning Surfaces

- Social distancing for workplaces providing dining in services.

Symptoms of COVID-19

Anyone who has fever (or history of fever) OR acute respiratory symptoms (cough, sore throat, shortness of breath). Should see a doctor immediately. Before your appointment, please call ahead and advise of your symptoms and any recent travel so they can prepare for your visit.

People with suspected coronavirus will be [tested](#)[xxxiii].

Read about [coronavirus (COVID-19) symptoms compared to cold or flu](#)[xxxiv].

Source: http://conditions.health.qld.gov.au/HealthCondition/condition/14/217/838/novel-coronavirus

What if you get sick or test positive to COVID-19?

What happens if you test positive for COVID-19 or has been a close contact of a confirmed COVID-19 case?

Close contacts of a confirmed COVID-19 case must self-quarantine for 14 days from the last contact with the infected person. Queensland Health Public Health Units investigate cases and will identify potential close contacts of a case and who will need to self-quarantine.

If you contract COVID-19 and have no available sick leave entitlement you may be eligible for a one off $1500 hardship payment from the Queensland Government. To find out further information please visit: https://www.covid19.qld.gov.au/
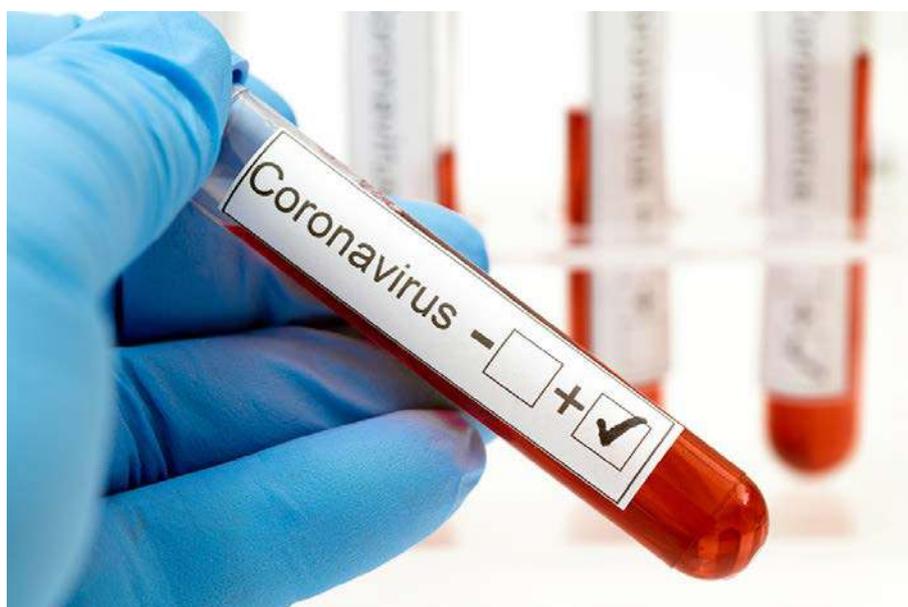
> **(!) Important**
>
> **Should I go to work if I am not feeling well?**
>
> It is critical that if a person has any respiratory symptoms that they do not attend work. This includes sore throat, fever, and cough.
>
> People who have been directed by health authorities to either self-isolate or self-quarantine must not attend work and must stay at home and away from others.

Source: https://www.worksafe.qld.gov.au/__data/assets/pdf_file/0005/191678/covid-19-overview-and-guide.pdf

Food safety aspects of COVID-19

COVID-19 is not a foodborne disease, but extra care with personal hygiene may reduce the risks of transmission. It is spread by person-to-person transmission (coughing, sneezing and close contact with an infected person) and via surfaces contaminated with the virus.

The [Food Standards Code](#)[xxxv] requires good hygiene practices by food businesses during food handling and preparation. These are important to prevent food borne illness and to help prevent transmission of COVID-19. At a minimum, businesses must adhere to existing requirements of food laws, specifically:

At a minimum, businesses must adhere to existing requirements of food laws, specifically:

Maintain and practice frequent hand washing when preparing foods, after going to the toilet, and after touching the face or hair.

Maintain thorough cleaning and sanitising of facilities, equipment, and transport vehicles (including food contact surfaces and equipment, but also door handles, light switches, floors, walls, and other areas).

Maintain strict requirements around worker health and hygiene. Any worker with a suspected communicable disease, such as coughing, sneezing, flu-like symptoms, gastrointestinal illness, must be excluded from the workplace.

Source: https://www.business.qld.gov.au/industries/hospitality-tourism-sport/food

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🌐 **Weblink**

Read the Chief Health Officer's directive on non-essential business closures[xxxvi].

Read the Work health and safety during COVID-19: Guide to keeping your workplace safe, clean and healthy[xxxvii].

Read advice from Safe Food Queensland[xxxviii].

Advice for donation and delivery

As most food businesses and retailers are currently providing a delivery service, employers should provide information on procedures to prevent the spread of COVID-19, including the encouragement of staff to comply with physical distancing and good hand hygiene practices.

Source: https://www.qld.gov.au/health/conditions/health-alerts/coronavirus-covid-19/information-for/industry-and-businesses/resources-and-fact-sheets-for-industry/food-retailers-and-covid-19

Where practical, direct delivery drivers or other contractors visiting the premises to minimise physical interaction with workers.

Use electronic paperwork where practical. If a signature is required, discuss providing a confirmation email instead, or take a photo of the goods onsite as proof of delivery.

Source: https://www.covid19.qld.gov.au/__data/assets/pdf_file/0020/127235/COVID-Safe-Checklist-RestCafes.pdf

The following suggestions are control measures that can be implemented by food businesses, retailers and supermarkets to reduce the impact of COVID-19.

Hand hygiene

The most important measure to protect food is proper handwashing.

Staff who handle food must have access to handwashing facilities and they must wash and dry their hands:

Before handling food

Between handling raw food and food that is ready to eat, such as pre-cooked food and salads

After smoking, coughing, sneezing, blowing your nose, eating or drinking, using the bathroom

After touching hair, scalp, mouth, nose or ear canal

After handling rubbish and other waste

CLEAN HANDS
SAVE LIVES

12 steps to successful everyday handwashing

Duration of hand-wash

15-20 SECONDS

STEPS 3 TO 10

Researchers think that if everyone washed their hands properly, about 1 million lives would be saved every year.[1]

When performed correctly, hand hygiene results in a reduction of microorganisms on hands. Poor hand hygiene contributes to the spread of pathogens, which can cause health issues such as gastrointestinal and respiratory infections.

1. Wet hands with water.
2. Apply enough soap to cover all hand surfaces.
3. Lather thoroughly.
4. Rub hands palm to palm.
5. Rub hands palm to palm with fingers interlaced.
6. Rub back of hand using the palm of the other with fingers interlaced.
7. In a circular motion rub the tips of fingers in the palm of the opposite hand.
8. Clean thumb by holding it in the other hand and rotating.
9. Rub wrist with the opposite hand.
10. Interlock fingers and rub back of fingers on opposite palms.
11. Rinse hands with water.
12. Dry hands with clean paper towel and use paper towel to turn off tap.

Please note: These guidelines are for social handwashing only, such as after toilet use and before touching food. This poster is not intended for use in clinical settings.

1. Curtis, V 2003, 'Effect of washing hands with soap on diarrhoea risk in the community: a systematic review' Lancet Infec Dis, Retrieved 19 March 2019, www.ncbi.nlm.nih.gov/pubmed/12726975
*Based on the 'How to HandWash Poster' c World Health Organization 2009.

Hand washing facilities should be provided for customers and patrons including clean running water, liquid soap, and paper towels. If hand washing facilities are not readily available, provide an appropriate alcohol-based hand sanitiser.

Source: https://www.covid19.qld.gov.au/__data/assets/pdf_file/0020/127235/COVID-Safe-Checklist-RestCafes.pdf

tafe Queensland

Cleaning Surfaces

▶ **Video**

[Cleaning Surfaces to help control COVID-19](#)[xxxix]

Clean frequently touched areas and surfaces at least hourly with detergent and disinfectant. A combination of cleaning and disinfecting is most effective. When and how often your workplace should be disinfected will depend on the likelihood of contaminated material being present.

Non-disposable crockery/cutlery/glassware is permitted only when cleared after each course and washed using a commercial grade dishwasher or glasswasher. Use disposable/recyclable cutlery/glass ware when available, or strict table clearing guidelines requiring gloves.

Source: https://www.covid19.qld.gov.au/__data/assets/pdf_file/0020/127235/COVID-Safe-Checklist-RestCafes.pdf

What is the difference between cleaning and disinfecting?

Cleaning

Cleaning means to physically remove germs (bacteria and viruses), dirt and grime from surfaces using a detergent and water solution. A detergent is a surfactant that is designed to break up oil and grease with the use of water.

Disinfecting

Disinfecting means using chemicals to kill germs on surfaces. It's important to clean before disinfecting because dirt and grime can reduce the ability of disinfectants to kill germs. Disinfectants containing ≥ 70% alcohol, quaternary ammonium compounds, chlorine bleach or oxygen bleach are suitable for use on hard surfaces (that is, surfaces where any spilt liquid pools, and does not soak in).

🌐 **Weblink**

For more detail on cleaning requirements for the hospitality industry see this [information form Safe Work Australia](#)[xl].

Source: https://www.qld.gov.au/health/conditions/health-alerts/coronavirus-covid-19/information-for/industry-and-businesses/resources-and-fact-sheets-for-industry/food-retailers-and-covid-19

Physical distancing for workplaces providing dining in services

- Place signs at entry points to instruct customers not to enter the shop if they are unwell or have COVID19 symptoms. The sign should state that businesses have the right to refuse service and must insist that anyone with these symptoms leaves the premises.

- Limit walk-in appointments and client interaction at the counter through the use of online or phone bookings.

- If practicable set up separate exit and entry points and separate order and collection points to minimise contact.

- Implement measures to restrict numbers on the premises based on the current Government restrictions and your employer's COVID SAFE Checklist or COVID SAFE Plan.

  For premises opening from the 15 May these are… maintaining a maximum of 10 people at any one time, or 20 people if you are in an outback region (as defined on the Queensland Government COVID-19 website), and ensuring distance of 4 square metres per person.

  These restrictions will be changing and it is important that you keep up to date on how they may affect you and your workplace by following the information on the [Queensland Government's Novel coronavirus (COVID-19) website](#).[xli]

- Ensure physical distancing by placing floor or wall markings or signs to identify 1.5 metres distance between persons for queues and waiting areas.

- Place tables to ensure that persons seated at those tables are 1.5 metres apart and reduce the number of tables and seating capacity in line with public health directions.

- Consider using physical barriers where practical, such as plexiglass around counters involving high volume interactions with customers.

- Remove waiting area seating or space seating at least 1.5 metres apart.

- Provide contactless payments or ordering and payment online or through ordering apps.

- Ensure menus are:
  - laminated and sanitised after each use or
  - use general non-contact signage to display your menu or
  - have single use paper menus available.

- For takeaway services place menus outside the venue.

- Set up different areas for ordering and collection, and where practical, separate entry and exit paths.

> **(!) Important**
>
> If there is a long queue or pressure from customers, ask them to comply with the mandatory measures using a confident tone.

> **🌐 Weblink**

Further information about COVID-19 for food businesses is found on the Food Standards Australia New Zealand website[xlii] and the Queensland Government website[xliii]. The Queensland Health website[xliv] provides further information on social distancing and other COVID-19 related information.

Businesses and staff may need support. Further information and support services may be found here[xlv].

Safe Work Australia: Cleaning for the Hospitality Industry[xlvi]

Work health and safety during COVID-19: Guide to keeping your workplace safe, clean and healthy[xlvii]

Information for hotels and hotel staff[xlviii]

✓✕ Quiz: COVID-19 for Hospitality workers

Is COVID-19 a foodborne disease? (Select the correct answer)

☐ Yes

☐ No

When should you maintain and practice frequent hand washing? (Select all that apply)

☐ When preparing foods

☐ After going to the bathroom

☐ After touching the face or hair

☐ After eating or drinking

☐ All of the above

How often should workplaces be cleaned? (Select the correct answer)

☐ At least daily

☐ Weekly

☐ Every second day

Which of the following is most effective in removing the COVID-19 virus? (Select the correct answer)

☐ A combination of cleaning and disinfection

☐ Cleaning alone

☐ Disinfection alone

Links

i https://www.who.int/csr/sars/en
ii https://www.who.int/emergencies/mers-cov/en
iii https://www.qld.gov.au/health/conditions/health-alerts/coronavirus-covid-19/protect-yourself-others/novel-coronavirus-quiz
iv https://vimeo.com/tafe/review/416880275/985c8fd46c
v https://www.healthier.qld.gov.au/food
vi https://www.healthier.qld.gov.au/fitness
vii https://www.health.qld.gov.au/news-events/news/how-to-reduce-stress-right-now
viii https://www.healthier.qld.gov.au/food
ix https://www.healthier.qld.gov.au/fitness
x https://www.health.qld.gov.au/news-events/news/10-steps-to-better-sleep
xi https://www.health.qld.gov.au/news-events/news/how-to-reduce-stress-right-now
xii https://vimeo.com/tafe/review/417026867/b13ecb93b9
xiii http://www.youtube.com/embed/2WCtGFNENYU?rel=0&wmode=opaque
xiv https://www.worksafe.qld.gov.au/coronavirus/workplace-risk-management-b
xv https://www.safeworkaustralia.gov.au/covid-19-information-workplaces/industry-information/general-industry-information/mental-health
xvi https://apps.apple.com/au/app/covidsafe/id1509242894
xvii https://play.google.com/store/apps/details?id=au.gov.health.covidsafe
xviii https://www.health.gov.au/resources/publications/covidsafe-app-faqs
xix https://apps.apple.com/au/app/coronavirus-australia/id1503846231
xx https://play.google.com/store/apps/details?id=au.gov.health.covid19
xxi https://www.covid19.qld.gov.au/government-actions/roadmap-to-easing-queenslands-restrictions
xxii https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert/how-to-protect-yourself-and-others-from-coronavirus-covid-19/social-distancing-for-coronavirus-covid-19
xxiii https://www.health.gov.au/news/health-alerts/novel-coronavirus-2019-ncov-health-alert/coronavirus-covid-19-advice-for-public-gatherings-and-visits-to-vulnerable-groups
xxiv https://www.health.qld.gov.au/system-governance/legislation/cho-public-health-directions-under-expanded-public-health-act-powers
xxv https://www.worksafe.qld.gov.au/coronavirus/workplace-risk-management-b
xxvi https://www.qld.gov.au/health/conditions/health-alerts/coronavirus-covid-19
xxvii https://headtohealth.gov.au/covid-19-support
xxviii https://www.health.gov.au/resources/apps-and-tools/australian-government-whatsapp-channel-for-covid-19
xxix https://api.whatsapp.com/send?phone=61400253787&text=To%20learn%20more%20about%20COVID-19%20in%20Australia%2c%20press%20the%20send%20button%20%e2%86%92&source=&data=
xxx https://apps.apple.com/au/app/whatsapp-messenger/id310633997
xxxi https://play.google.com/store/apps/details?id=com.whatsapp&hl=en_AU
xxxii https://www.qld.gov.au/health/conditions/health-alerts/coronavirus-covid-19/novel-coronavirus-quiz
xxxiii https://www.qld.gov.au/health/conditions/health-alerts/coronavirus-covid-19/stay-informed/testing-and-fever-clinics
xxxiv https://www.qld.gov.au/health/conditions/health-alerts/coronavirus-covid-19/stay-informed/symptoms-of-novel-coronavirus-covid-19-comparison
xxxv https://www.foodstandards.gov.au/code/Pages/default.aspx
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