

24 March 2020

BeyondHousing's priority is the safety and wellbeing of our clients, staff, and families, they are at the heart of decision making in relation to COVID-19 (coronavirus).

In response to the daily updates from the Federal Government, the declaration of a state of Emergency in Victoria and confirmed cases of COVID-19 in our communities, how we provide our service is changing.

Our offices are closed for face-to-face appointments. Our phone lines are open, and we can be reached by calling 1800 825 955.

We will complete all appointments where possible by phone, including video calls and Skype. If our clients do not have access to a phone, they can let us know – we will find an alternative to ensure everyone has access to our services. Alternative ways to contact us include:

- o emailing us at [info@beyondhousing.org.au](mailto:info@beyondhousing.org.au)
- o send us a message via Facebook (click the send message button on our page) <https://www.facebook.com/BeyondHousingAU/>
- o send us a message on Twitter <https://twitter.com/BeyondHousingAU>

People who present in person at our office, and do not have a phone available to them, are able to knock on the front door and we will provide alternatives to assist them (strict social distancing and hygiene measures apply).

All home visits and outreach appointments have been stopped and will be completed by phone where possible or other arrangements made where a client or renter does not have access to a phone.

For BeyondHousing staff, all external meetings, training, conferences and non-essential travel have been cancelled or postponed – and we will attend via phone, Skype or online meeting platforms where possible.

VCAT is currently rescheduling all non-critical cases which are listed up to and including 17 April 2020. They intend to expand the range of matters that can be heard by telephone as soon as possible and applicants will be contact individually to make these arrangements.

Our aim is to reduce the spread and maintain service provision for the most vulnerable people in our communities for as long as possible. This is being achieved by

Social distancing rules in place in all our offices.

Stringent handwashing and hygiene protocols in place in all our offices.

Signage and advice in place in all our offices. Please work with us to reduce the risk of the spread of coronavirus.

Remote working options implemented for some staff members.

BeyondHousing remains committed to our values during these unprecedented and challenging times and we will work with our clients and stakeholders to continue to provide our services whilst this is currently possible.

We will continue reviewing COVID-19 updates and are amending our business continuity plan to factor in necessary precautions each day as new information comes to light.

Continuing to provide a service whilst maintaining the wellbeing and safety of our staff, clients, families and communities remains our priority.

Regards,



Celia Adams, CEO



Sue Paini, Chair – Board of Directors

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