

30 March 2020

BeyondHousing's priority is the safety and wellbeing of our clients, staff, families and our communities. The message is clear that the best way to keep everyone safe during the COVID-19 pandemic is to stay at home.

In response to the latest updates from the Federal Government and the implementation of Stage 3 restrictions by Government in both Victoria and New South Wales, our offices are now closed for face-to-face appointments and responses.

Things you need to know about how we provide our essential service from today:

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

We will complete all appointments 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
- 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, can post a note under our doorway with how to contact them. These will be checked during business hours and a response will be provided in a way that adheres to the strict social distancing measures in place.

All home visits and outreach appointments have ceased 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

Closure of offices for face-to-face contact including appointments and responses.

Remote working options implemented for all 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 measures are put in place.

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

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