



# Operations Update

24 March 2020

Dobbyn+Carafa are actively monitoring the developments of COVID-19 (coronavirus) to prioritise the health and wellbeing of our employees, clients, their families and the community.

As of **Tuesday 24th March 2020**, our team will be working from home. This action ensures that we are adhering to the National goal of 'flattening the curve'.

Please be assured that it will be business as usual, and we will be relying more on various technologies to ensure we continue to provide reliable, quality service during this disruption.

## + ***Will all your staff be contactable?***

Yes, all our staff will be contactable as normal during our regular business hours of Mon-Fri 8.30am-5.00pm, via email and phone. All staff direct phone numbers are being redirected to their mobile phones, therefore, please leave a voicemail message if the staff member misses your call. The only change you can expect if calling our main line, is that the Receptionist may not be able to transfer your call immediately, however, will leave a message for the staff member to return your call as soon as possible.

## + ***How will meetings be conducted?***

In the absence of face-to-face meetings, we will be using Zoom and Microsoft Teams to conduct video calls or group audio calls. These platforms have been chosen due to their ease-of-use, video functionality, and screen-sharing functionality. If you are unfamiliar with these platforms, our staff will step you through the process of using either of these options. We have always valued our personal relationships and plan to revert to face-to-face meetings when it is safe to do so, as guided by reputable health bodies and government authorities.

## + ***Will you receive mail that I send?***

For the time being, our physical office will continue to receive mail and, therefore, all mail will be processed as normal. Please do not attend our offices under any circumstances. If you have physical documentation to pass on for our attention, please send it to our PO Box address (PO Box 6139, St Kilda Road Central VIC 3004).

## + ***Can I expect the same high level of service?***

Our commitments to you remain unchanged. We will simply be working out of a different physical location, and will be unable to meet in person.

We understand that certain changes listed above may take some time to get used to. Please be assured that we are committed to do everything we can to ensure that our services to you remain of the same high calibre, and that you feel as confident as possible. Please contact us if you have any business concerns, or would like to discuss potential opportunities, particularly in relation to the application of the recent various Government stimulus packages to your business.

Kinds regards,

The D+C team

