

19 MARCH 2020

**DONEGAN'S STATEMENT ON WORKING PROCEDURES DURING
COVID-19 OUTBREAK**

Good afternoon,

You will all no doubt be following closely the news and evolving government guidelines in response to the COVID-19 outbreak which is impacting individuals, businesses, industries and entire economies globally.

As the situation continues to change, we wanted to let you know Donegan's current position and how we are responding to ensure that we are able to continue to service you as clients effectively, as well as play our part as responsible citizens in minimising any potential spread and "flattening the curve".

At Donegan's, our priority is the health and wellbeing of our clients and our team.

- **Phil Bretherton and Alison Foenander**

As many of you will be aware, we have been on annual leave in Europe. Having returned on Tuesday 17th March, and as per government mandate, we are now both in self-isolation for two weeks and have taken appropriate measures to enable us to work from home. We are available by email and can talk via telephone with clients. We have no symptoms at present and our period of isolation will end on Wednesday 1st April.

- **Meetings at Donegan's**

We ask that anyone that has just returned from overseas in the last 14 days, is unwell or has been in contact with anyone that has COVID-19, does not come into the Donegan's premises. If you do come into our office be assured that we have a thorough process of cleaning our meeting rooms after each appointment. We also have hand sanitiser at reception and bathrooms available for washing of hands should you need it when visiting us.

- **Tax Returns and Financial Statements**

We will use email to send client tax returns and financial statements (as a PDF) and contact you where relevant to determine the most appropriate means of delivering documents prior to dispatching them. This is to ensure that you receive your information in a timely manner (Australia Post may follow New Zealand Post's lead and suspend services).

- **Meeting Virtually**

Unless absolutely necessary, we are advising staff that all face-to-face meetings take place via virtual meetings instead. This means conducting meetings with clients and suppliers via phone or other virtual means should the need arise.

- **Team Education**

Our team has been kept informed of how the virus is transmitted and best hygiene practices.

- **Social Distancing**
We are postponing onsite events and larger meetings until further notice and will be using webinar and video technology instead. To help reduce the spread of germs, we are a handshake free zone.
- **Ability to Work Remotely & Building Closure**
If needed, we have the ability for many of our staff to continue to work remotely. In the event that our team is deemed at risk of COVID-19, our office may close temporarily. In this case we will continue working remotely.
- **Service Standards**
To the best of our ability our service standards will be maintained. Where limited resources arise, services may need to be prioritised.
- **Ongoing Assessment**
We are regularly assessing the information available through the department of health and human services and will update as needed.

These are unprecedented times for all of us, but Donegan's remains committed to servicing our clients and acting responsibly to help protect those most at-risk.

While concern, worry and fear of the unknown are normal and expected reactions to the current situation, we encourage you not to panic and to go about your day to day business as usual, doing your best to look after yourself and others.

If you have concerns about your finances or anything more widely, please feel free to contact us. The ATO has also announced support measures for those affected by COVID-19, which you can learn more about [here](#) and in the attached.

Best regards,

Phil Bretherton, Alison Foenander

Directors

Donegan's Edmondson Turner & Donegan's Wealth Advisers