

Dear SunRCS clients and stakeholders,

You would be well aware of the deepening COVID-19 crisis.

SunRCS programs remain operational, however, all staff will be following the advice of Australia's Chief Medical Officer and complying with all conditions declared in Victoria under the State of Emergency. Our organisation has implemented the following precautions to help ensure the safety of staff, families, clients and communities, while continuing to provide services and support small businesses and farming in rural and regional communities.

All of our staff have been instructed to:

- Work from home where possible
- Report to management if they or their family are unwell or have COVID 19 symptoms
- Avoid unnecessary travel - including workshops and visits to farms and small businesses
- Avoid gatherings of more than 10 people
- Respect and exercise social distancing practices as directed
- Use alternative communication options to face-to-face meetings
- Avoid all physical contact.

SunRCS is committed to continuing to provide services and assistance, but it may need to be provided in different ways, respecting the health imperatives that are in place.

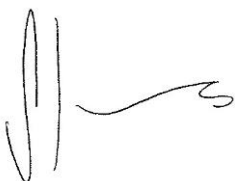
Our normal appointment practices of face-to-face meetings and visits to business owners and farms has ceased in the short term. We will embrace communication alternatives such as increased use of phone, Facetime, email, internet video linking such as Zoom or Skype, and maximise the use of Australia Post to continue working with clients. We will increase our use of Facebook and our website to communicate up-to-date information.

Please feel free to phone us and ask about different options available to enable us to continue working with you.

The front doors to our offices in Bendigo, Mildura and Swan Hill will be closed until further notice. Incoming phone calls (Ph: 1300 769 489) will still be received and actioned in the usual manner. If documents or document exchanges are required they may be emailed or posted to our office sites. In pre-arranged cases, documents may be dropped off or collected at the Mildura office.

Acknowledging that there will be delays, frustrations and inconvenience in the next few months, hopefully we can continue to work throughout this unpredictable period and safely return to more familiar practices as soon as possible.

Pat Timmons



Executive Officer
SunRCS
27/3/2020