

17<sup>th</sup> March 2020

## **Coronavirus and your appointment with Rural Financial Counselling North Queensland**

The health and safety of clients and staff is always a top concern to Rural Financial Counselling North Qld. So, we take seriously the potential spread of Coronavirus (COVID-19) and are committed to doing our part to prevent it. We continue to monitor guidance from Australian Government Department of Health, State Health Authorities and Department of Foreign Affairs and Trade (DFAT) and are taking all necessary precautions.

We ask that if you (or a member of your household if on-property appointment) are not feeling well or have travelled abroad in the last 14 days, contact us to arrange a meeting via phone or video conference, rather than face to face. Should a phone or video conference not be suitable then we can reschedule your face to face appointment for a future date. We will not be able to service anyone with flu-like symptoms.

Should any of our counsellors develop flu-like symptoms we will contact you to either reschedule your appointment or alternatively plan to complete the appointment over the phone or video conference.

We thank you for your understanding. If you have any concerns or questions, please email or call your Rural Financial Counsellor <https://www.rfcsnq.com.au/about/our-rural-financial-counsellors/>

Kind regards



David Arnold  
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