

COVID-19 is a rapidly evolving situation impacting us all and we want to acknowledge that these are trying and uncharted times for everyone.

We want to ensure that we protect the health, wellbeing and safety of our people, our clients and the broader community while managing the broader business implications.

We will continue to offer mediation services virtually using Zoom, Skype or teleconference. You may continue to contact us on:

- Gippsland Office 0427 815 869
- Catherine Gale 0429 048 943
- By email info@gippslandmediationcentre.com.au.

We will keep you informed and review our position as the situation evolves.

What this means for you

- We have the capability to provide our clients with a 'business as usual' service and are hopeful that any disruption can be managed and kept to a minimum.
- Should a face-to-face meeting be deemed essential, we will be in touch with you to confirm arrangements in light of these new measures and to understand any restrictions that you may have. This may involve us asking you a series of questions including details of any recent travel, particularly if this travel was overseas within the past 30 days, or whether you have come into close contact with a suspected or positive case of COVID-19 or are showing cold or flu like symptoms.

Support for clients

We want to assure you all that while working remotely we are committed to maintaining our high-quality client service levels (including confidentiality) at all times. We have tested our systems and infrastructure and we are confident that we can continue to support you as you would expect from us. All of our staff remain accessible via email and phone and are committed to helping you with your needs.

Looking ahead

As we continue to monitor the situation and follow advice given by the Government and Department of Health, we will update you should there be any changes in the future.

Thank you for your understanding and we send our best wishes to you, your families and your colleagues in these challenging times.