



# Rural Financial Counselling Service NSW

## NORTHERN REGION

[www.rfcsnr.org.au](http://www.rfcsnr.org.au)

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A division of  
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Financial  
Counselling  
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### Coronavirus Disease (COVID-19) Controlling Risks to Health

Dear RFCNSW-NR Clients,

You would be well aware of the deepening crisis caused by Coronavirus (COVID-19). RFCNSW-NR is implementing precautions to help ensure the safety of our employees and clients.

Accordingly, we will ensure that employees have not been overseas in the 14 days prior to any scheduled farm visits or appointments/meetings. Moreover, our employees are obligated to:

- report to us if they or their family have flu like symptoms – we will then take steps to adjust any existing arrangements
- ensure that all employees are vigilant with their hygiene, at home, in the workplace, during farm visits and appointments/meetings, avoiding mass gatherings as the virus spreads
- not shake hands with clients.

When confirming or scheduling with clients of farm visits or appointments/meetings, we kindly request being advised if you have had any Coronavirus event at your home or premises or if there is any known risk that we should be aware of.

We trust you will assist us by responding accordingly.

Practising good hand and sneeze/cough hygiene is the best defence against most viruses. It is recommended to:

- wash your hands frequently with soap and water, before and after eating, and after going to the toilet
- cover your cough and sneeze, dispose of tissues, and use alcohol-based hand sanitiser
- and if unwell, avoid contact with others (stay more than 1.5 metres from people).

For the latest advice, information and resources, go to [www.health.gov.au](http://www.health.gov.au) or call the National Coronavirus Health Information Line on 1800 020 080.

We appreciate your assistance during this time and apologise for any inconvenience that may be caused by COVID-19.

Yours sincerely,

*Gary Goldberg*

Gary Goldberg  
Executive Officer