



---

**ABSAs remains open for business offering you, our members a range of information and resources to help you navigate the uncertain COVID-19 terrain.**

We are all experiencing unprecedented and uncertain times. Uncertain times calls for decisive action, based on best advice and information at hand.

This week, following the lead government agencies we have put in place a range of comprehensive measures to help protect our ABSA staff and community.

The ABSA organisation is in the fortunate position of having most of our staff in work from home roles.

As of yesterday, membership officer Siobhan who normally mans the Sydney office, will also be working from home for the foreseeable future, thereby keeping her safe from unnecessary commuting and potential exposure to infection.

This work arrangement minimises the risk of disruption to organisational functioning and services to members.

#### **Business as Usual for ABSA Member Services**

During this time of adjustment for all, member services remain unchanged.

As usual members can contact ABSA in the following ways:

- The ABSA phones have been diverted so that they will continue to be answered by the familiar, friendly voices you are accustomed to
- All enquiries via the web site will continue to be responded to as quickly as possible
- All communications sent via admin@absa and staff email accounts will be responded to as per usual
- Technical support services will be continue as normal and will to be responded to as quickly as possible

#### **Provision of Online CPD**

Fortunately, all our upcoming events are online, therefore there won't be any perceivable disruption to ABSA member CPD services or business.

Assessors are offered a timely reminded that ABSA is now offering Annual CPD packages, where the modules are delivered via online webinars and presentation, which you may find helpful in these times of social distancing.

We are also investigating options for delivering more online software training for Assessors.

#### **Steps to keep your business going**

1. Communicate with your clients, letting them know what measures you are taking to manage the situation and avoid business interruption.
  2. If you have a web site and/or social media accounts, put your statements online so people know you have considered the risks, put professional risk management procedures in place and are open for business.
  3. Let people know that you are open for virtual business ... most assessors work can be carried out from home, therefore there is minimal need to travel or disruption to business.
  4. Use virtual communications channels such as Skype, Zoom, Facebook messenger – there is no need for isolation with the availability of these tools.
-

## **Business Stimulus and Relief measures from Federal and State Governments, ATO and Banks**

The ABSA Board is very conscious that many of our members may experience a downturn in business and revenue in the current environment and into the foreseeable future. There are many state and government resources available online that may assist.

[This document](#) summarises many of the current initiatives that are available to small business, sole traders and employers to help relieve financial stress and stimulate business continuity.

There will be a further email to members later today. In this email there will be more detailed information and links to resources where you may find stimulus and financial assistance initiatives you can access to support your business.

This information will also be added to the members only area on the website. This web page will be kept updated with new information on available resources as they become available.

## **Steps to keeping you and your family safe from infection**

[The Department of Health](#) offers good evidence-based information on the best measures to keep yourselves, family and community safe during this time.

## **Support your local community**

Just like you, local business is suffering, so where you can please shop local, buy local – your local businesses really need you now.

Please be aware of at-risk members of your communities; if you can, please check on your neighbours and anyone you know who may be feeling isolated, support each other and follow advice from health authorities so we can collectively do our bit to put a lid on this thing.

## **In Summary**

ABSA is a very resilient community and while we are in unprecedented territory, we are all in this together.

The ABSA office will also continue to monitor and share any further measures that become available to help our Assessors and your businesses through this difficult time.

Most of all, rest assured that it will be business as usual at ABSA. All the usual member services, technical support and CPD will continue as normal for the foreseeable future.

ABSA's focus at this time is for you, your business and your Association to come out the other side of this stronger and more resilient than ever.

Stay safe and stay informed.

---