

Team Memo

RE: Business downturn during COVID-19 pandemic

To our amazing team member,

We are so sorry about your change of hours with us and want you to know we are still committed to supporting you in any way we can. Please know we have done everything in our power to keep you employed with us as you are a valued member of our team and we appreciate all the work you've done with us thus far. Unfortunately, at this time we have had to release several members of our team from employment. Once we get back on track we plan to reach out to you to see if you'd like to return to our team. Until then, here is some info to assist you during this time.

Stay Informed

Please watch our social media pages as we will provide information about our future business plans

Our bookkeeper will be posting regularly with clear and correct information at this address, which we encourage you to follow:

<https://www.facebook.com/PolishedAdvisoryTrainingBookkeeping/>

Economic Support

- **Apply for JobSeeker.** This is a Centrelink payment usually reserved for those looking for a job but now includes
 - a permanent employee who has been stood down or lost your job
 - a sole trader, self-employed, a casual or contract worker whose income has reduced
 - caring for someone who's affected by coronavirus.

They are waiving some requirements to apply, to make it faster, including a separation certificate - not needed!

- Register MyGov / Centrelink

You have probably seen the lines at Centrelink on the news. - If you have never registered with Centrelink, you have to personally go for the first time. This isn't working too well, so they have arranged a new system:

- From April 2020 (not clear yet what exact date in April), you can set this up on the phone.
- [My.gov.au](https://my.gov.au) and Centrelink website - intermittently unavailable, so avoid high traffic times.

1. Make a MyGov account if you haven't, verify your identity with passport, medicare card and/or licenses (you'll need a smartphone with a camera, its pretty easy process).

2. Register with Centrelink - login to MyGov, select Services at the top, Select Centrelink. You'll need a Centrelink Customer Reference Number (found on letters and docs from Centrelink). If you don't have one, call 132 307 7am to 10pm. You might not get through - there are very high volumes right now, so try at least popular times.

Please contact us if you have any questions!

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- **When you are ready to claim you will be asked to make legally binding statements/acknowledgments online, in person or over the phone about your**
 - Identity
 - Residential status
 - Income (get your old payslips ready)
 - Why - stand down / redundant or hours reduce (including to zero) "as a result of the economic downturn due to coronavirus."
 - Sole Traders/self-employed - declare your business has been suspended / turnover reduced
 - Declare the amount of rent you pay so you'll get Rent Assistance

They do have methods in place to be able to check your declarations. It is a **very serious** to say anything but the truth so please be accurate in your numbers - do not round up :-)

- **This gets you:**
 - \$550 fortnightly **now** (may take approx. 2 weeks for the first payment)
 - From **27th April**, the above \$550 plus another \$550, so \$1100 fortnightly
 - **31 March** \$750 "Economic Support" payment (get on JobSeeker before 31 March. Registering between 1 April and 13 April might delay or not include this payment. Registering after 13 April may not approve this payment at all - information currently unclear)
 - **13th July** \$750 "Economic Support" Payment

Handy links:

<https://www.businessaustralia.com/how-we-help/be-a-better-employer/getting-legal-advice/employer-guide-to-coronavirus/further-update-on-assistance-available-to-business>

<https://treasury.gov.au/coronavirus/households>

<https://www.business.gov.au/risk-management/emergency-management/coronavirus-information-and-support-for-business/increased-and-accelerated-income-support>

<https://www.who.int/emergencies/diseases/novel-coronavirus-2019>

<https://www.beyondblue.org.au/the-facts/looking-after-your-mental-health-during-the-coronavirus-outbreak>

Please do not hesitate to reach out to us if you are confused about anything or just need to talk. Right now it's all about adapting and expanding our skill set in new and innovative ways, and getting ready for when things improve!

Take care, and I hope we cross paths again in the future.

Sincerely,

Your management team

Please contact us if you have any questions!