

## Our approach to COVID-19

The health and wellbeing of our staff and our clients is of high importance to Acacia Funerals.

It's clear that the Coronavirus (COVID-19) is spreading globally, and although we see no reason to panic, it's important that we take measures to mitigate the spread of the virus to ensure the safety of our communities, particularly the elderly and immunocompromised. We are monitoring the situation daily through the National Funeral Directors Association (NFDA) and will continue to implement their recommendations as they come to hand.

The following summarises the precautions Acacia Funerals are taking in response to COVID-19, and doing all we can to provide a clean and safe environment for our staff and clients:

- We will follow the advice of the government and restrict mourners in accordance with social distancing requirements (Public Gatherings). We will assess each funeral service in consultation with our client family prior to the funeral service.
- We will encourage mourners to avoid handshakes, hugging and kissing as a form of physical condolence.
- We will monitor our staff and if they are showing symptoms of the virus, they will be asked to self-isolate and to be tested.
- Hand sanitiser will be available throughout our premises and on all funerals (specifically at condolence register tables for use after each pen use).
- Bathrooms will continue be stocked with hand wash/soap and disposable hand towel.
- In our office, all door handles, phones, reception desks, water filters and common areas will be wiped with sanitisers regularly throughout the day.

We continue to provide our customers with great service and excellent outcomes in the weeks and months ahead.

If you have any questions or would like to discuss how the situation might affect your specific funeral being held with Acacia Funerals, please contact our office on (02) 6025 5112 so we can assist further.

For all the best up-to-date information on the Coronavirus, how to protect yourself and others as well as how to detect symptoms and what to do if you're concerned, visit [www.health.gov.au](http://www.health.gov.au)

[Australian Government Department of Health](http://www.health.gov.au)