

We're here to Help!



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Dear SAFCA members,

Maurice Blackburn has a comprehensive plan in place to ensure business continuity while protecting the safety and wellbeing of our staff and clients as the number one priority. As a key partner of the firm, we're keen to keep you up to date with the steps we've taken to achieve these objectives during the evolving Coronavirus Pandemic. Maurice Blackburn is monitoring and implementing all guidance provided by our Governments' national cabinet and health advisors.

Important points:

- **Use of telephone & video appointments**
We will use telephone and video appointments for client and partner contact rather than in-person appointments/meetings. Additionally client engagement can occur via email.
- **Our technology capability allows legal staff to continue client service from their homes**
We have enabled our workforce to work flexibly and from home. Examples of what that means in how we advance clients' claims includes:
 - All client files are accessible to legal staff via secure online means (e-file functionality)
 - Documents can be signed simply, using e-signing technology (available via personal computer, smart phones and tablets)

Given the current situation is fluid and subject to change, like all organisations our approach to client service may be forced to change over time too. However, we remain committed to doing everything we can to service our clients given many of them are vulnerable and their need to access entitlements is as important as ever.

We will continue to engage you directly with updates, as well as make our service approach clear on other channels such as our website. Please also let us know if there are any significant changes within your organisation that may impact our ability to engage you and our clients.

We will get through this together!

Kind Regards,
Simon