



PO BOX 881
Berwick VIC 3806
Phone (03) 5998 5333
admin@oakliving.com.au

Oak Living Pty Ltd
ACN 617 553 876 | ABN 69 617 553 876 | CDB-U 59242

On Monday, 3 August 2020, Victoria Premier Daniel Andrews announced the Victorian Government will be introducing several restrictions to businesses based in Victoria, from 11:59pm on Wednesday, 5 August 2020

As an essential business, we will continue to operate our business within the parameters stated by Government with direction from HIA. We are making every effort to minimise any potential impacts on our clients, staff and business partners both in our business interactions and importantly health and safety in these testing times. We will continue to adapt and change on a daily basis as we are tested by changing parameters given to us to adhere to. We do so willingly as a responsible long-term business embedded in our industry and more importantly society and community.

Health & Wellbeing of our Team

Meeting your needs remains a top priority, alongside employee health and safety. We have proactively taken additional safety measures from extra cleaning and disinfecting to social distance and sound hygiene practices. We continue to follow government and HIA regulations and public health guidelines while proactively providing appropriate resources to our staff.

Sales Team and Display Homes

- Our Canopy at Amstel Courtyard 16 Display Home and our Lakeside Show Home are both closed until further notice
- Our new home consultants are available for phone and video discussions
- We are able to work to advance Building Contracts and we have adopted a non-contact review and signing procedure

Gallerie Studio

Our Gallerie Studio is closed for any onsite consults or tours until further notice. We have developed online Design & Home Comfort consult for clients wishing to proceed with their booking. For clients with selections affected by the lockdown, we will allow split consultations INTERNAL via zoom initially and then INTERNALS once they re-open.

We will prepare contracts with a flexible allowance for Gallerie upgrades for clients to include upgrades in their funding

Admin & Construction

- Our Seaford head office will be closed until further notice
- Our pre-site and on-site administration staff are working remotely from home and are available by phone and/or email during normal business hours
- Our construction staff can work on site under the requirements of our COVIDSafe Plan
- Our trade partners can continue to work onsite in accordance with Stage 4 Restrictions and the CORONAVIRUS (COVID-19) GUIDELINES FOR THE BUILDING AND CONSTRUCTION INDUSTRY VICTORIA (REVISION 6) 28 July 2020

Summary

- We will keep all stakeholders updated as any changes become apparent
- We encourage and advise any individual to make their own enquiries in relation to any considered action and if in doubt, not to take any risk of transmission or breach of the requirements
- Please be patient and please be kind. Any breach of Covid regulations, bullying, harassment or abuse of our staff will be reported to Worksafe for action to be taken directly against any individual
- We will continue to work with the parameters we have and to value our clients and our staff well-being.

Stay safe and any questions please email our staff and they will get back to you ASAP.

- Management of Oak Group of companies