



Return to face-to-face servicing

Participant with providers factsheet

Changes to servicing

From 28 September 2020 you will have the opportunity to choose to receive services including training, face-to-face. Your provider will contact you over the next few weeks, or before your next appointment, to discuss whether you wish to opt into face-to-face servicing.

You must inform your provider of your preference when they contact you. If you choose to receive face-to-face servicing going forward, your provider will arrange this. If you do not agree, your provider will deliver services to you by other means, such as by phone or online.

You can withdraw your agreement to opt in at any time by contacting your provider and letting them know you are no longer willing or able to opt in to face-to-face servicing. Your provider can also schedule a mix of face-to-face and online activities if that suits your circumstances. Providers cannot compel you to attend face-to-face servicing if you are not able or willing to attend but you are still required to meet any mutual obligations that apply.

If you choose to opt in to face-to-face servicing

Providers are required to ensure the services they deliver onsite, or the activity you are participating in, is safe and in line with all local health advice for that area. They are also required to have a COVID-19 safe plan in place to ensure your safety.

When receiving face-to-face servicing, you must follow all COVID-19 related procedures set in place by your provider.

We also recommend that you follow safety instructions to protect you and those around you:

- wear a face mask or covering;
- download the COVIDSafe app and
- Wash or sanitise your hands prior, during and after attending any appointment or activity.

If you are sick, have been to a recent hotspot or have been told to self-isolate by health authorities you must not attend your appointment. You must also inform your provider who can provide advice about exemptions from mutual obligations. You can also contact Services Australia for information about exemptions.

If you choose not to opt in to face-to-face servicing

If you do not wish to opt in to receive face-to-face servicing, you will still receive support in alternative ways, including by phone and online. If you have mutual obligation requirements, you must meet them, unless you have a reasonable excuse.

More information

If you would like more information about face-to-face servicing, contact your provider.

If you have any concerns about your choice to opt in to face-to-face servicing or a provider's face-to-face environment, contact the National Customer Service Line on 1800 805 260 or email nationalcustomerservice@desse.gov.au.