

DEN service provision in response to COVID-19 – Update

13/11/2020

Similar to other community and AOD sector services, DEN has implemented changes to the way we work. DEN is committed to keeping our staff healthy, so that we can continue to provide our much-needed service during these challenging times.

With the changing situation in Tasmania, some of our service provision has changed:

- **Our Information and Referral telephone line continues to be available** between 9am to 5pm, Monday to Friday, on 1300 369 319
- **We are staggering our return to our office spaces.** Many of our staff continue to work from home, and those who return to the office space do so on a rostered schedule to ensure 1.5m distancing can be implemented at all times.
- **Our offices are open with entry for visitors by appointment only.** Please contact us at the details below to make an appointment.
- **Our education and training slots are booked until mid-February 2021** and we currently can't accept further requests for these sessions. We are placing new requests for service on a waiting list and will begin reaching out at the beginning of February 2021.
- **Our Educators may be able to provide consultation via phone or email if you need assistance running a session.** Education and training consultation is subject to availability and may have a short wait time.
- **Our resources continue to be available online, via post and with contactless pickup.**

For enquiries, appointments, and orders, please contact us:

Email: admin@den.org.au

Phone: 1300 369 319 (local call)

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