

Ongoing contact

First published: 17 September 2015 (version 1)

Last updated: 09 December 2016 (version 7)

Once a claimant reports a health condition, the frequency and means of contact can be adjusted taking into account the nature of that condition. The claimant may not be required to attend a fortnightly face to face interview if work search/availability requirements have been switched off.

The channel of contact or meeting must be the most appropriate, in order to support the claimant when needed or to check progress on activities. It can be Face to Face, via the claimant's online account or by telephone.

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