



REFUSAL EMAIL EXCHANGE

Note: You can use these emails to start more softly and then become more assertive, or choose the one that best fits your needs. Generally, you would only use the “final escalation email after having first used one or more of the 1-3 emails.

1. Initial / Informational

Subtle, polite, assumes goodwill.

Subject: Request for Non-Digital ID Access Option

Hello / Hi [Name]

I prefer not to use a Digital ID. My understanding is that the Digital ID laws provide for a non-Digital ID option when accessing services. Could you please let me know what alternative access method is available?

Thank you, [Name]

2. Firm / Clear Expectation

Still polite, but more definite and includes a reference to obligations.

Subject: Follow-up Request for Alternative Access Method

Hello / Hi [Name]

I'm following up on my earlier message. I do not consent to creating or using a Digital ID. Under the Digital ID framework, individuals must be provided with an alternative way to access services. Can you please confirm the alternative access method you offer?

Kind regards, [Name]

3. Assertive / Citing Criteria

Notes legal expectations, requests a timely response, and signals documentation.

Subject: Follow-up: Non-Digital ID Access Required

Hello,

I do not consent to creating or using a Digital ID.

Under section 3 of the Digital ID Act, Digital ID is voluntary and under section 74 of the same Act, organisations are required to provide an alternative means of accessing their services that do not involve Digital ID.

Please provide details of your alternative access option so I can continue using your service without interruption.

I would appreciate your response within a reasonable timeframe.

Regards, [Name]

4. Final Escalation / Next Steps

Formal, clear, and respectful. Signals regulatory escalation but not hostile.

Subject: Final Request Before Escalation

Hello,

This is my final request. I do not consent to creating or using a Digital ID. Organisations covered by the Digital ID Act 2024 are required under section 74 of that Act to provide a lawful alternative means of access for individuals who opt out.

To date, no alternative has been provided. Please confirm your non-Digital ID access method within 5 business days. If I do not receive a response, I will escalate this matter to the appropriate oversight body.

I hope we can resolve this promptly without escalation.

Regards, [Name]



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