

# Woolworths Domestic Violence Policy

## Woolworths can assist you if you are experiencing domestic or family violence.

Woolworths is a family-oriented company and we want to assist customers who are faced with domestic or family violence. We understand that in such events having access to communications and privacy is critical and you can talk to us about how we can assist you.

## How we can help:

### Transferring the mobile number to your name

If you are experiencing or have just left a domestic or violence situation and the account for the service you are using is not in your name, there may be instances where we can transfer the mobile number to you.

Please contact us on **1300 10 1234** (Monday to Friday 9:00am to 5:00pm AEST, excluding public holidays) and ask to speak to the Credit department or email us on [credit\\_mobile@woolworths.com.au](mailto:credit_mobile@woolworths.com.au).

In order for us to assist you we may request the following documents from you (depending on your circumstances):

- Government issued identification i.e. Driver's licence, Passport or Identification Card
- A Statutory Declaration witnessed by an authorised person, that you are or have been the subject of domestic or family abuse
- Communication via a nominated advocate you have selected
- The device/handset associated to the mobile number you have been using

In some cases we may require further documentation to support your request by supplying a copy of the AVO/Police report or a letter from a Governing body who are assisting you with relocation, etc.

Our team will then verify these documents, send a one time passcode to the handset/mobile device associated with the service to prove your relationship with that mobile number.

## Applying for hardship

If you are experiencing financial difficulties due to domestic or family violence and require some assistance, and our team can help you with a personalised instalment plan, please contact us on [credit\\_mobile@woolworths.com.au](mailto:credit_mobile@woolworths.com.au). Our team will tailor a solution for you.

To fully understand your situation, we may ask questions about your circumstances or request supporting documentation, while keeping your information strictly confidential.

Please visit our website: <https://mobile.woolworths.com.au/support/financial-support> to obtain more information about our Hardship Policy, as well as access and information to contact an independent Financial Counsellor from the financial Counselling Australia website.

## Harassment calls

Contact Woolworths Mobile to ask what can be done to help stop the unwelcome communications.

You will need to explain to Woolworths Mobile the nature of the unwelcome communications and the impact that these unwelcome communications are having on you.

Woolworths Mobile will inform you of the best solution for your circumstances. This may involve sending warning letters to the person from whom the unwelcome communications originate and/or referral to police.

If you are referred to the police, you may at this stage wish to request, as your preferred method of communication, a written acknowledgement from Woolworths Mobile advising you have instigated the unwelcome communications process and present this to the police in your initial contact.

## Keeping records

You will need to keep a record of the:

- times and dates of any unwelcome communications,
- calling number or other reference used to identify the service (e.g. email address) if known or can be identified.

You must not delete records of the unwelcome communication(s) if you require assistance from Woolworths Mobile and/or police.

## Further assistance:

### Tips to protect yourself and your mobile phone

- Change your password and do not share the password with others.
- Turn off your location/GPS and Bluetooth, if not required.
- Install security software on your phone.
- Be careful with what you post on social media.

For further assistance to protect your phone and internet please visit:

<https://techsafety.org.au/resources/resources-women>

<https://www.esafety.gov.au/women>

## Local domestic violence support

White Ribbon is a Local Domestic Violence Support agency. For your local Support please visit:

<https://www.whiteribbon.org.au/find-help/support-services>

Men's helpline: <https://mensline.org.au/>

## Interpreter services

**131 450**

The Translating and Interpreting Service (TIS National) provides interpreting services to people who do not speak English, and to agencies and businesses that need to communicate with their non-English speaking clients. These services enable non-English speakers to independently access services and information in Australia. TIS National provides interpreting services 24 hours a day, every day of the year. TIS has over 3000 interpreters across Australia in more than 160 different languages.

### How to contact them

Non-English speakers can access immediate telephone interpreters through TIS National by calling or if a non-English speaking customer calls Woolworths Mobile we can contact TIS on the customer's behalf.