

Everyday Mobile from Woolworths can assist you if you are experiencing domestic and family violence.

Woolworths is a family-oriented company and we want to assist customers who are faced with domestic and 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. We're committed to supporting all customers who are experiencing or are impacted by domestic and family violence. You will always be treated with respect and dignity whenever you interact with us. Our staff have undergone specialised training to help understand and respond to family and domestic violence.

If there is an immediate threat to your safety, call 000, 112 or 106 (hearing or speech impaired).

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.

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 and 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 and family violence and require some assistance, our team can help you with a personalised instalment plan. Please contact us on credit_mobile@woolworths.com.au, and 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.everyday.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 Everyday Mobile from Woolworths to ask what can be done to help stop the unwelcome communications.

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

Everyday Mobile from Woolworths 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 Everyday Mobile from Woolworths 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 Everyday Mobile from Woolworths 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>

<https://familyviolencelaw.gov.au/domestic-family-violence/using-this-website-safely/>

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/>

A comprehensive list of support contacts can also be found at the end of this policy document.

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 Everyday Mobile from Woolworths we can contact TIS on the customer's behalf.

List of support services

Location	Agency	Hours	Contact
Immediate danger			
National	Police, Fire, or Ambulance	24/7	000 112 106 (hearing or speech impaired)
DFV support, counselling and emergency accommodation			
National	1800 RESPECT	24/7	1800 737 732 www.1800respect.org.au
National	Non-emergency Police assistance line	24/7	131 444
National	Ask Izzy (Service and support referral tool)	24/7	https://askizzy.org.au

Location	Agency	Hours	Contact
National	Mensline (Men's generalist phone and online counselling service)	24/7	1300 789 978 https://mensline.org.au (online chat)
National	13 YARN (Aboriginal & Torres Strait Islander crisis support line)	24/7	13 92 76 https://www.13yarn.org.au
National	Qlife (LGBTI peer support and referrals)	3 pm to Midnight 7 days	1800 184 527 https://www qlife.org.au/
NSW	Domestic Violence Line	24/7	1800 656 463 https://www.speakout.dcj.nsw.gov.au/
Victoria	Safe Steps	24/7	1800 015 188 www.safesteps.org.au
Queensland	DVConnect Womensline	24/7	1800 811 811 http://www.dvconnect.org
Queensland	DVConnect Mensline	9 am – Midnight, 7 days	1800 600 636 https://www.dvconnect.org/mensline/
South Australia	Domestic Violence Crisis Line 24/7		1800 800 098
South Australia	Local domestic, family and sexual violence support services	Online resource	https://www.sa.gov.au/topics/family-and-community/safety-and-health/domestic-violence-and-sexual-assault/support-services
Western Australia	Women's Domestic Violence Helpline	24/7	1800 007 339 https://www.wa.gov.au/service/community-services/community-support/womens-domestic-violence-helpline
Western Australia	Men's Domestic Violence Helpline	24/7	1800 000 599 https://www.wa.gov.au/service/community-services/community-support/mens-domestic-violence-helpline
Tasmania	Family Violence Counselling & Support	Weekdays 9 am - 12 am Weekends/ Public holidays 4 pm-12 am	1800 608 122 https://www.health.tas.gov.au/health-topics/family-violence/family-violence-counselling-and-support-service-fvcss
ACT	Domestic Violence Crisis Service	24/7	(02) 6280 0900 https://dvcs.org.au
Northern Territory	NT Legal Aid Commission (not a dedicated DFV service, however, can	Monday to Friday, 8 am to 4.30 pm	1800 019 343

Location	Agency	Hours	Contact
	support referrals)		
Northern Territory	Local domestic, family and sexual violence support services	Online resource	https://nt.gov.au/law/crime/domestic-family-and-sexual-violence/get-help-for-domestic-family-and-sexual-violence
Financial/Debt matters			
National	National Debt Helpline	Monday to Friday, 9 am – 5 pm, local time in each state	1800 007 007 www.ndh.org.au
Technology-facilitated abuse matters			
National	ReportCyber (Reporting cyber abuse, Note: EXCLUDES situations where an active court order is in place)	24/7	https://www.cyber.gov.au/acsc/report
National	The eSafety Commissioner (Reporting image-based abuse or serious adult cyber abuse)	24/7	https://www.esafety.gov.au/key-topics/image-based-abuse/report-image-based-abuse
National	WESNET (Technology Safety Resources for Survivors Toolkit)	24/7	https://techsafety.org.au/resources

Telco Together Foundation: Telco Industry Domestic and Family Violence Action Framework

The TTF DFV Action Framework sets a pathway for Australian telco service providers of all sizes and types to support their customers and employees experiencing Domestic and Family Violence. The Framework contains four Action Plan options, relevant and available to all Australian telcos, regardless of their current DFV response. It includes practical actions, resources and support and recommends referring to the Communications Alliance DFV Guideline for the development of DFV Action Plan content.

<https://industryimpacthub.org/dfv-action-framework/>

WESNET and the Safety Net Australia Project

WESNET provides educational resources, training and information to highlight the structural drivers of domestic and family violence, intimate partner violence and gender-based violence and improve programmatic responses.

This includes the Safety Net Australia Project, a free resource that discusses technology, privacy, and safety in the context of intimate partner violence, sexual assault, and violence against women.

<https://wesnet.org.au/> | <https://techsafety.org.au/>

Telecommunications Industry Ombudsman: Guides for Family Violence

The TIO has developed a guide for people affected by DFV with phone or internet problems related to financial

hardship and economic abuse, privacy or safety issues, or technology facilitated abuse.

<https://www.tio.com.au/guides/family-violence>

Ask Izzy

Ask Izzy is a free website that connects people in need with support services (including housing, a meal, money help, and family violence support) in their local area.

It can also be utilised by service providers, government agencies and corporate hardship teams across Australia to help clients find support.

<https://about.askizzy.org.au/>

Thriving Communities Partnership and the One Stop, One Story Hub

This is a cross-sector collaboration providing a centralised platform for collaboration on combatting customer vulnerability and hardship.

Thriving Communities Partnership also supports the One Stop, One Story Hub. The OSOS Hub enables frontline workers in corporate and community organisations to connect and refer their clients to a range of supports through a single access point. This process aims to make it simpler for people in need to access support, reducing the burden and complexity involved in contacting each individual support program.

www.thriving.org.au

<https://thriving.org.au/what-we-do/the-one-stop-one-story-hub>

Our Watch

Our Watch is a national leader in the primary prevention of violence against women and their children in Australia.

<https://www.ourwatch.org.au/>

White Ribbon

The White Ribbon Workplace Accreditation Program recognises workplaces that are taking active steps to stop violence against women, accrediting them as a White Ribbon Workplace.

White Ribbon Workplaces engender a whole-of-organisation commitment to stop violence against women, meeting 15 criteria under three standards to create a safer and more respectful workplace. The program provides tools to strengthen a culture of respect and gender equality at all levels of the organisation.

<https://www.whiteribbon.org.au/Workplaces-and-Schools/Workplace-Accreditation>

Economic Abuse Reference Group

A coalition of community organisations, EARG has produced some guidance on good practice, including a Good Practice Guide on Referrals, on how to make it easy for those making the referrals to determine where to refer.

<https://earg.org.au/good-practice/>

Australian Banking Association Industry Guideline: Financial abuse and family and domestic violence policies

In April 2021 the ABA released industry guidelines to provide a voluntary framework for supporting customers impacted by family violence.

<https://www.ausbanking.org.au/wp-content/uploads/2021/05/ABA-Family-Domestic-Violence-Industry-Guideline.pdf>

<https://www.ausbanking.org.au/wp-content/uploads/2021/07/ABA-Financial-Abuse-Industry-Guideline.pdf>

Essential Services Commission: Moving towards better practice

In 2019 the Essential Services Commission released a guideline document to provide examples and guidance on ways the Victorian water industry could assist customers experiencing family violence.

<https://www.esc.vic.gov.au/better-practice-responding-family-violence>

<https://www.esc.vic.gov.au/electricity-and-gas/codes-guidelines-and-policies/family-violence-resources-businesses#toc--better-practice-in-responding-to-and-engaging-survivors-of-family-violence>