

# Safety, Health & Environment Contractor Induction

General Work Health & Safety + Cleaning +  
Trolley Collection – Section One

WOOLWORTHS GROUP



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## Section 1

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# Welcome to Woolworths Group Limited

**Woolworths Group Limited is committed to putting safety, health and wellbeing at the centre of what we do.**

Woolworths has identified and documented this induction with the view of providing consistent safety and health information to contractors, including merchandisers and demonstrators, consultants, entertainers, trainers, assessors and other non toolbox contractors. Prior to commencing work on Woolworths Group Limited sites, it is a requirement that this online induction is completed, and you comply with Health & Safety Acts, Regulations, Codes of Practice, and industry standards and accreditations.

Woolworths Group Limited will monitor contractor compliance and performance through ongoing reviews.

Failure to adhere to the requirements detailed in this Induction may result in you and your company being removed from site and the prospect of not undertaking any further work for Woolworths Group Limited.





# Welcome to Woolworths Group Limited

**Woolworths Group Limited is committed to putting safety, health and wellbeing at the centre of what we do.**

In the interests of partnering with you on our journey to Destination Zero (zero harm to our people, environment and community), Woolworths Group Limited invites contractors to provide comment or feedback in relation to this induction to your Woolworths Group Limited Representative.

At the end of this induction, once you have passed, with the exception of Trolley Collection and Cleaning Contractors who require plastic cards, you will be given the option to print an induction card to paper or save a copy of the card electronically on your mobile phone or device. This card **must** be presented when signing in at Woolworths Group Limited Sites.

Trolley Contractors will be required to order a hard copy card only and present this to site.

This induction applies to Woolworths Group Limited and its subsidiaries.

# Safety & Health Policy

## Safety and Health Policy

We care about and are committed to the safety, health and wellbeing of our customers, team members, contractors, business partners and visitors. Our vision is to become one of the safest places to work and shop. Our aspiration is 'Destination ZERO' where people go home from work or shopping free from injuries or illness.

Our guiding principles are:

- Actively caring for each other
- Striving to prevent injuries and illnesses
- No service or task is so urgent and important that we cannot do it safely
- We are responsible for our own decisions and actions; the standard you walk past is the standard you accept
- We will promote and celebrate our success.

We demonstrate this by:

- Applying risk management to prevent injuries and illness
- Complying with laws, external requirements and our processes
- Setting measurable objectives and targets to continuously improve our performance
- Providing information, training, instruction or supervision so that team members can carry out their work safely
- Engaging and consulting to receive feedback on safety and health within the workplace
- Making safety and health information available.

We all want to go home safely every day, our family and friends depend on it. Please join me in making this commitment a reality.



Brad Banducci  
CEO Woolworths Group  
28 June 2016

WOOLWORTHS GROUP



## Our Policy

Woolworths Group Limited is committed to putting safety, health and wellbeing at the centre of what we do. Individually and collectively we play an important role in meeting this commitment.

Our aim is to provide the highest level of protection against harm arising from safety, health and wellbeing hazards and risks as is reasonably practicable.

To read the Woolworths Group Limited Safety and Health Policy – [Click Here](#)

WOOLWORTHS GROUP

# Arrival at Site/Store

When arriving at Woolworths Group Limited sites contractors and service providers are to report to the sites service desk, reception or security.

You will be required to sign in the visitors book or register with reception and display the visitors sticker or tag while on site.

“Visitor” stickers must be removed when signing out or tag returned to reception.



| Date | Name | Company | Access Card | 2017 Health Certificate | Homegrown or Local | Age or Identification | Other | Time In | Time Out | Signature |
|------|------|---------|-------------|-------------------------|--------------------|-----------------------|-------|---------|----------|-----------|
|      |      |         |             |                         |                    |                       |       |         |          |           |
|      |      |         |             |                         |                    |                       |       |         |          |           |
|      |      |         |             |                         |                    |                       |       |         |          |           |
|      |      |         |             |                         |                    |                       |       |         |          |           |

Examples of a Supermarket “Visitors Sticker”



# Arrival at Site/Store

**A few exceptions do apply and they are:**

- Trolley Collection Contractors are required to sign the Visitors Book but are not required to wear "Visitors Stickers".
- Hygiene and Waste Contractors are not required to sign in to the Visitors Book and are not required to wear a "Visitors Sticker".

Woolworths   
the fresh food people

| Date | Name | Company |  Trolley Collection Contractor |  Hygiene/Waste Contractor |  Other Contractor | Time In | Time Out | Signature |
|------|------|---------|---|--|--|---------|----------|-----------|
|      |      |         |   |  |  |         |          |           |
|      |      |         |   |  |  |         |          |           |
|      |      |         |   |  |  |         |          |           |
|      |      |         |   |  |  |         |          |           |

Examples of a Supermarket "Visitors Sticker"





# Before Starting Work

Depending on the type of work you will be undertaking, a **“Work Authority Form” (WAF)** and **Work Permit (WP)** may need to be completed and signed by you and the Site/Duty Manager prior to the commencement of works.

The Site/Duty Manager will guide you through this process, if it is required.

**Safe Work Method Statements (SWMS) or Job Safety Analysis (JSA) are:**

- To be completed for **all** works.
- To include a description of the task(s) and how they will be undertaken.
- To be "Task Specific" and include a Risk Assessment to identify hazards and eliminate/control the risks in relation to the tasks and any hazards that may be unique to that site.
- To be presented to the Site/Duty Manager prior to the commencement of any works requiring a “Work Permit” or deemed “high risk”.
- Made available to the Site/Duty Manager upon request for “non” high risk works.
- **Complied with when undertaking works.**





# Before Starting Work *Cont.*

**Where a SWMS or JSA cannot be produced for high risk work the work may not be permitted to commence.**

**NOTE:** SWMS are to consider the protection from risk of our customers. Where appropriate, consideration should be given to customer safety e.g. signage, barricading, preventing unauthorised entry, etc.



# Safety, Health & Environment Contractor Induction

General Work Health & Safety + Cleaning +  
Trolley Collection – Section Two

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## Section 2

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# Hazards & Incidents

## **Hazards**

A hazard is "anything that has the potential to cause injury, illness or damage to people, plant or the environment".

Hazards that are identified prior to or during the works are to be documented in your Safe Work Method Statement (SWMS) and eliminated or controlled prior to commencement of works.

Any site specific safety hazards should be brought to the attention of the Site/Duty Manager and any high risk hazards escalated to your Woolworths Group Limited Representative.

# Hazards & Incidents *Cont.*

## **Incidents and Injuries**

Incidents, injuries, near misses, involving contractors or service providers, undertaking works are to be reported to the Site/Duty Manager or your Woolworths Group Limited Representative immediately.

You are to assist in the completion of the Woolworths Group Limited Incident/Injury report form and participate in any incident investigation. Following a serious incident, external reporting to a regulatory authority may be required. You will be required to cooperate with Woolworths in completing this, if required.

## **Non-Disturbance Areas**

If an incident is serious, the area will need to be preserved, as prescribed by the Regulator, for a period of time for investigative purposes. This area is deemed a “Non-Disturbance” area and works may not commence until cleared by the Regulatory Authority.

# Hazards & Incidents *Cont.*

## **First Aid**

The Site/Duty Manager will assist you with first aid needs, if required.

Woolworths Group Limited sites have access to first aid equipment, trained first aiders or access to offsite Medical Treatment.

If you are injured on site or if a customer is injured as a result of the work being undertaken, report it immediately to a member of staff, Site/Duty Manager or your Woolworths Group Limited Representative who will contact a First Aider or arrange attendance at a local Medical Centre.



# Emergency Preparedness & PPE

## **Emergency Preparedness**

Each site has emergency information that you need to be familiar with. This information is displayed or located at each site on noticeboards and in Evacuation Diagrams. Each site has nominated wardens specifically trained to assist you in the event of an emergency and any evacuation requirements. Wardens can be identified by white, green or red hats.

**During an emergency and/or evacuation you are to follow reasonable instructions given.**

## **Personal Protective Equipment (PPE), is to:**

- Be used when indicated by signage or requested by the site controller or when identified in your SWMS.
- Meet relevant Australian Standards and be maintained in good condition.
- Be provided by the contractor with training on its use in accordance with manufacturer's instructions.

# Emergency Preparedness & PPE

**The following items of PPE may be required, but not limited to, based on the tasks being completed:**

- High visibility vest/clothing
- Gloves
- Protective Clothing
- Safety glasses
- Hearing protection
- Safety footwear
- Hard Hat
- Masks
- Sun Protection (e.g. hats, long sleeved shirts, long shorts, sunblock)



**If you are required to enter a Construction Zone you will be required to comply with PPE requirements of the Principal Contractor or the Site Controller.**

# Emergency Preparedness & PPE

## High Visibility Clothing

Some Woolworths Group Limited sites, for example distribution centres, petrol forecourt, drive thru and car parks are designated as requiring high visibility clothing.

Please check site requirements before arriving at site.





# Safety Signage

## **Restricted Access Areas**

Restricted Access areas are sign posted and are not to be entered without permission from the Site/Duty Manager or Woolworths Group Limited Representative.



If you are required to enter a restricted access area or your work is in a geographically remote location or in an isolated area of the site then you are to include the risk controls in your SWMS.

## **Construction Zones**

Construction Zones will be clearly indicated with hoarding, barricading and signage and are not to be entered without making prior suitable arrangements with the Principal Contractor or Site Controller.

# Safety Signage

You will see a variety of signs on Woolworths Group Limited sites. Signage is provided for your safety and is to be observed at all times.



## Signage is colour coded as follows:

- **Red** signs indicate fire equipment (fire extinguishers, hose reels, etc.)
- **Blue** signs indicate that mandatory Personal Protective Equipment is required when entering the area
- **Green** signs are for emergency equipment (eyewash stations, first aid kits and emergency exits, etc.)
- **Yellow** signs are cautionary signs, which may indicate a spill, a wet floor or "sound horn" areas

Please speak with the Site/Duty Manager or Woolworths Group Limited Representative if you are not sure what any particular signage means to you.



# Falls

## **Slip, trip and fall injuries can be prevented by:**

- Good housekeeping (e.g. keep walkways clear at all times).
- Reporting hazards.
- Wearing appropriate clothing for the task to be completed.
- Good manual task practices.
- Holding the handrail while travelling on stairs.



**Housekeeping is everybody's responsibility and together we can all make a difference.**



# Falls *Cont.*

**If you see something which could potentially cause a slip, trip or fall, don't walk past it, do something about it, such as:**

- Fix or isolate the problem, and;
- Reporting the Hazard to the Site/Duty Manager so we can take the appropriate action.

Where there is a risk of you falling from one level to another or where there is a risk of an object falling and injuring another person you are to include the risk controls in your SWMS.

**If you need assistance please speak with the Site/Duty Manager.**



# Manual Tasks

Manual tasks are to be identified and control strategies documented in your SWMS.

You need to consider whether you will need help, i.e. extra people or lifting equipment, with any particular tasks before arriving on site.



# Manual Tasks *Cont.*

## **Working in the office environment**

If you have/require any Workstation changes or adjustments (e.g. raise desks or lighting issues) please contact the Facilities Management Team.

A workstation assessment will be carried out prior to any adjustments.

If you have any question please contact your Woolworths Group Limited Site Representative.





# Safety, Health & Environment Contractor Induction

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# Hazardous Chemicals

**Hazardous Chemicals must not be introduced onto Woolworths sites without prior approval.**

If you are not sure whether a Hazardous Chemical needs approval speak with your Woolworths Group Limited Representative prior to arrival on site.

**If you do need to use Hazardous Chemicals on site they are to:**

- Be assessed to determine if an alternate “non” or “less” hazardous chemical can be used to perform the task.
- Have the relevant and current (not older than 5 years) “Safety Data Sheets” (SDS) available at the work site.
- Have control strategies documented in your SWMS.



# Hazardous Chemicals *Cont.*

## **Hazardous Chemicals are to be:**

- Used without risk to workers, visitors and customers.
- Stored securely and where unauthorised people cannot access them.
- Used and stored away from food.
- Free from risk of falling or being knocked over.
- Appropriately labelled.
- When decanted into containers, have the correct labelling and safety information for the product identified on the container.
- Used in accordance with the manufacturer's instructions and SDS.
- Removed from store/site following use each day, unless prior agreement with the Site/ Duty Manager and securely labelled and stored.

# Hazardous Chemicals *Cont.*

## **Work that may generate fumes that are hazardous or objectionable are to consider:**

- Completing works outside of trading hours.
- The use of PPE.
- Ventilation – natural or mechanical.
- Prior approval of the Site/Duty Manager or Woolworths Group Limited Representative.



# Hazardous Chemicals *Cont.*

## **Spills**

If you cause or come across a spill, prevent its spread, warn any person who may be at risk and contact the Site/Duty Manager or Woolworths Group Limited Representative. If your works increase the likelihood of a spill you are to include risk control strategies in your SWMS.

## **Stormwater Drains**

**Stormwater drains are not to be used to wash down or dispose of waste.**



In the event of a spill, stormwater drains are to be protected by using bunding and the Store/Duty Manager or your Woolworths Group Limited Representative notified immediately. If you suspect environmental contamination contact the Site/Duty Manager or Woolworths Group Limited Representative immediately.



# Plant & Equipment

## **Plant & Equipment used by Contractors is to be:**

- In good condition.
- Stored and operated in accordance with Australian or other relevant standards.
- Be appropriate for its intended use.
- Have up to date maintenance records, including electrical testing & tagging.
- Secured when not in use, to prevent unauthorised access or use.
- Operated by appropriately trained, licensed and competent persons.

**Plant and Equipment Hazards are to be identified and eliminated or controlled in your SWMS.**

# Plant & Equipment *Cont.*

When servicing or working on Woolworths Group Limited equipment, the equipment is to be left in a safe manner in preparation for normal operational use. Woolworths Group Limited plant and equipment is not to be used. If you require assistance contact the Site/Duty Manager or Woolworths Group Limited Representative.

Any equipment that may cause excessive noise levels is to be used outside of trading hours. If this is not practical discuss the matter with the Site/Duty Manager or Woolworths Group Limited Representative.

**Trainees or apprentices are not to be left unsupervised.**

**Most sites generally provide Residual Current Devices (RCD) and protected General Purpose Outlets (GPO). *Always consider personal safety* by plugging in before switching the GPO on, and always switch off the GPO prior to removing the plug.**

# Plant & Equipment *Cont.*

## **Danger & Out of Service Tags**

Equipment labelled with a “**Danger**” tag or “**Out of Service**” tag must **not** be used or have the label removed, except by the repairing contractor that attached the tag once the equipment has been repaired and returned to normal operation.

Removal of the tag by another repairing contractor is acceptable after consultation with the person named on the tag, or after consultation with the site supervisor who is to confirm that the equipment is repaired and is safe to use.





# Facilities & Other Site Rules

## **Asbestos**

Asbestos registers are available on site and are to be checked by the contractor prior to commencing any work.

Specific areas within a store/site that contain asbestos are labelled.

Only suitably licenced contractors can perform work on asbestos containing materials.



# Facilities & Other Site Rules *Cont.*

## **Traffic Management**

**Traffic Management requirements are to be observed at all times, including:**

- All speed limits, traffic flows and other specific traffic management rules and signage.
- Vehicles are to be immobilised prior to loading or unloading.
- Vehicle parking is permissible only in designated parking areas, parking in other areas will not be tolerated.



# Facilities & Other Site Rules *Cont.*

## **Pedestrian Movement**

When moving around Woolworths Group Limited sites pedestrian zones are to be used, where indicated.

When working in or moving equipment in the vicinity of pedestrians, barricading is to be considered to prevent unauthorised or accidental contact.





# Facilities & Other Site Rules *Cont.*

## **Housekeeping and Storage**

Work areas are to be kept clean and orderly. Waste and scrap is to be removed from site daily or more frequently if required. Dangerous goods and Hazardous chemicals must **not** be disposed of in general use waste bins, these wastes are to be removed from site and disposed of in accordance with regulatory requirements. Depending on the type of waste, proof of disposal methods and/or certificates may be requested.

Contractor work areas will be subject to the regular housekeeping safety inspections. Results may be used to determine the future allocation of contracts.

## **Working outdoors or in hot conditions**

When working outdoors please consider using sunscreen, drinking water and taking regular breaks in the shade.

# Facilities & Other Site Rules *Cont.*

## **Food Safety**

When working in and around food, care is to be taken to prevent damage or contamination. This may include, but not be limited to, breakages and extremes in temperature. If you think you may have contaminated food speak with the Store/Duty Manager or Woolworths Group Limited Representative.

**General hygiene and cleanliness is to be observed at all times when working in "food for sale" areas, that may include:**

- Footwear
- Hair nets/caps
- Washing your hands
- Removing/covering any exposed jewellery



# Facilities & Other Site Rules *Cont.*

## **Kitchens and Lunchrooms**

Facilities are available at Woolworths Group Limited sites. Your Site/Duty Manager or Woolworths Group Limited Representative can give you further information.

## **Toilets**

Toilet facilities are available at most stores/sites. All provided facilities are to be kept clean and tidy and any issues reported to the Site/Duty Manager or your or Woolworths Group Limited Representative.

## **Contractor's Visitors and Children**

When engaged as a contractor, your children and pets are not permitted on site with the contractor whilst you are carrying out works.



# Facilities & Other Site Rules *Cont.*

## **Security**

Under no circumstances are contractors to interfere with any Woolworths Group Limited plant, equipment, facility or amenities, unless authorised to undertake repairs or maintenance.

Company uniform or identification is to be worn if agreed between your company and Woolworths Group Limited.

Please be aware that Woolworths Group Limited Sites use Closed Circuit Television (CCTV) video surveillance equipment. This equipment is required to protect workers and customers and to ensure their safety and security as well as the security of the site.



# Facilities & Other Site Rules *Cont.*

## **Centre Management**

The requirements for working on Woolworths Group Limited sites are set throughout this document. Where works are to be conducted outside the Woolworths Group Limited tenancy, or will impact areas outside of the control of Woolworths Group Limited then Centre Management is to be consulted prior to the commencement of works.

Work that may impact a centre's infrastructure (e.g. air conditioning, fire and sprinkler, smoke detection systems, roof, plumbing etc.) is only to be undertaken with the prior permission of Centre Management.

Contractors may also be required to undertake Centre Management's induction process and adhere to their specific Health and Safety requirements.

# Maintaining a Respectful Workplace

Woolworths Group Limited is committed to providing a workplace free from:

- Bullying
- Harassment
- Sexual harassment
- Unlawful discrimination
- Victimisation
- Violence

You have a responsibility to behave in a manner that treats others with dignity and respect.

**Any Contractor that commits or threatens to commit an act that is in violation of our Respectful Workplace Policy towards another person or property at work, or a work related event, **will be removed from site** and the future of the contract reviewed, exclusive of any other civil remedy or criminal penalty that may be pursued if appropriate.**



# Maintaining a Respectful Workplace

| Act               | What is it  | Examples  |
|-------------------|---|---|
| Bullying          | Workplace bullying is repeated, unreasonable behaviour directed towards a person, or group of people, which could pose a risk to their health and safety. Bullying may be intentional or unintentional. | <ul style="list-style-type: none"><li>• abusive, insulting, or offensive language or comments</li><li>• spreading misinformation or rumours</li><li>• behaviour which belittles or humiliates</li></ul>   |
| Harassment        | Harassment is any uninvited, unwelcome or unreciprocated behaviour that a reasonable person would anticipate may humiliate, offend, embarrass or intimidate another person.                             | <ul style="list-style-type: none"><li>• offensive or demeaning comments or jokes</li><li>• sending or showing offensive pictures or messages (including by phone or on social media)</li></ul>  |
| Sexual Harassment | Sexual harassment is any unwanted, unwelcome or unreciprocated conduct or behaviour of a sexual nature which offends, humiliates or intimidates.  | <ul style="list-style-type: none"><li>• sending, showing or requesting sexual pictures or messages (including by phone or on social media)</li><li>• unwelcome comments or questions about a person's appearance, sexual activities or private life</li></ul> |



# Maintaining a Respectful Workplace

| Act                     | What is it  | Examples   |
|-------------------------|---|--|
| Unlawful discrimination | Unlawful discrimination is where someone is treated less favourably because of a legally protected attribute. | <ul style="list-style-type: none"><li>• gender, marital or relationship status, pregnancy, breastfeeding, parental status or carers' or family responsibilities</li><li>• sexual orientation, gender identity, intersex status or gender expression</li><li>• race, colour, descent, nationality, national origin, ethnicity or religion</li></ul> |
| Victimisation           | Victimisation means treating someone negatively because they have made or have been involved in a complaint.  | <ul style="list-style-type: none"><li>• making derogatory comments</li><li>• ignoring a team member, or otherwise creating a hostile work environment</li></ul>  |
| Violence                |   | <ul style="list-style-type: none"><li>• punching, pushing, fighting or other physical violence</li><li>• threats of violence</li></ul>   |



# Drugs & Alcohol

## **Drugs, Alcohol & Smoking**

No person is permitted to be under the influence of alcohol or drugs on a Woolworths Group Limited site. Any person suspected to be under the influence of alcohol or drugs will not be permitted to commence work. Some Woolworths Group Limited sites provide a designated smoking area.

Some medications can affect individual judgement and usually carry warnings on the packaging, e.g. do not operate equipment for 12 hours after taking this medication. Caution must be exercised and any concerns reported to the Site/Duty Manager.

Woolworths Group Limited will review the ongoing contractual relationship where any contractor is suspected to be under the influence of drugs or alcohol.





# Consequences for Violation

The following points outline consequences that will apply to a Contractor for non-compliance, and will be applied upon assessment of the severity and frequency of the non-compliance amongst other considerations.

## **The consequences are listed in order of severity:**

- 1.** The issuing of a Warning Notice for a violation to individual(s) and/or the contracting company(s).
  - Warnings are verbal or written notices placing an individual(s) and/or the contracting company(s) on notice for a violation. Two warnings given in a three month period may result in the automatic escalation of consequences to a suspension or breach.
- 2.** Suspended from attending a nominated Woolworths Group Limited site(s) for a defined period of time.
  - Suspension is the temporary measure of not allowing an individual(s) and/or contracting company(s) the right to conduct work at a Woolworths Group Limited site, or the non-issuing of future jobs to an individual(s) and/or contracting company(s) for a defined period of time.

# Consequences for Violation *Cont.*

3. Excluded from attending a nominated Woolworths Group Limited site(s) indefinitely.
  - Exclusion is the permanent measure of not allowing an individual(s) and/or contracting company(s) the right to conduct work at a Woolworths Group Limited site(s), or the non-issuing of future jobs to an individual and/or contracting company(s) for the life of the contract.
  
4. Contract termination with the possibility of future restrictions on tendering work for Woolworths Group Limited.

# Supplier Speak Up Policy - If you would like to tell us about an issue....

At Woolworths we are committed to open and positive relationships with all of our suppliers. We recognise, that situations may arise where you feel that an important issue can't be dealt with directly with us, and where you would prefer to use an independent and confidential avenue for raising your issue. We have created the Supplier Speak Up Service for this purpose, hosted by a company external and independent of Woolworths.

Issues for which Supplier Speak Up should be used include:

- Fraud, bribery, corruption, behaviour that threatens others,
- Risk to people or product safety,
- Breach of law, including theft, unconscionable, or anti-competitive trade practices,
- Improper use of confidential information, and
- Violation of human rights, underpayment, modern slavery.



# Supplier Speak Up Policy - If you would like to tell us about an issue....

There are processes in place and people ready to listen. First talk to your line manager, or if you can't talk to your line manager, talk to their manager, or at any time, talk to your HR representative or appropriate specialist e.g. Loss Prevention or Risk and Safety.

If you are unable to escalate a serious issue through the normal processes, or you have strong reason to believe that a reported issue has not been investigated, you may access "Supplier Speak Up".

You can choose whether to remain anonymous or reveal your identity when you contact the Speak Up service. We are committed to protecting users of the Speak Up service against adverse consequences resulting from raising a matter.

Speak Up can be contacted on [WoolworthsSpeakUp.Ethicspoint.com](https://www.woolworths.com.au/speakup/ethicspoint.com) or through the phone numbers listed on that site (Australia 1800 772 173).