

## Response ID ANON-FTNX-YRT6-N

Submitted to Supermarkets inquiry issues paper  
Submitted on 2024-03-04 13:18:16

### Introduction

What is your name?

Name:

[REDACTED]

What is your email address?

Email:

[REDACTED]

What is the name of your organisation?

Organisation:

[REDACTED]

Are you responding to this survey as:

Consumer or community advocacy group

If other, please specify: :

What is the size of your organisation?

Not Answered

Do you wish to publish your submission anonymously?

Yes - please suppress my name and organisation name

### Guided submission - Tell us about yourself

Your response:

Please provide some background information about yourself:

General member of public.

Always suspected the duopoly of gouging.

Like to shop in person to meet people casually. Everyone shops. Community service function. Central meeting place.

Retired and opportunity to connect with people including staff.

Is there any confidential information you would like to provide in support of your response?

Please provide any confidential background information if applicable here:

No

Why is this information confidential?

Please provide reason for background confidential reason:

No

### Guided submission - Consumer experiences

Your response:

Please provide response to consumer experience question:

Over the last 5-10 years I have hated to do my own scanning and packing of weekly shop. I have had to wait 5-10 minutes for staff person to be on register.

I refuse to use the self shopping system.

I will ask if they need me to do anything else, stock shelves or crush boxes??

I shop at both Cole's and Woolworths Torquay central.

I have made formal complaint to Woolworths at how cold the shop is. The staff wear outdoor coats when weather is cold. Often I can't wait to get out of there.

I was told that there is an issue with the heater?? Last 2-3 years!!??

Told to take it up with the Manager in person. Not comfortable doing that.

I like many of the staff at Woolworths so I go there regularly. I like to chat to other customers I meet there too.

Coles staff are a lot more harried and don't have time to chit chat. They all look grumpy...

Is there any confidential information you would like to provide in support of your response?

Please provide confidential response to consumer experience question if applicable:

[REDACTED]

Why is this information confidential?

Please provide reason for confidential response to consumer experience question:

[REDACTED]