I bought a Pixel 9 Pro Fold from the Google Store and had to return it because of a problem. I followed Google's return policy, but the courier they chose couldn't reach my building because of construction. This caused a delay, and Google refused to accept the return because it was a few days late. I explained the situation to Google Support many times, but they still refused the return. Now, they have my phone and my money, and I can't get either back. I've tried to resolve this with Google Support through over 20 emails and calls, but they haven't helped.

SUMMARY - I bought a phone, initiated a return, Google received the device, rejected my return, have kept my money, AND refuse to return the phone to me. Details On September 17, 2024, I purchased a phone from the Google Store. I initiated a return for the order and their process entails booking a courier to collect the item. I encountered significant difficulties with Google's designated courier service, Global Express. Construction works outside my building prevented the courier from accessing the premises, and they failed to communicate these access issues with me. This caused delays and ultimately, due to upcoming travel, I personally delivered the device to the Melbourne Airport courier depot on October 30, 2024. Google received the device in China on November 5, 2024.I had not heard back from Google about the return and so I contacted them on Nov 11 asking for an update. After a few emails back and forth, Google Support denied my refund request on November 28, 2024, and is refusing to return the device. I have exchanged 35 emails with Google Support since November 2024. They claim the return didn't meet their policy but provide no specifics and ignore questions about returning the device. I can only presume its because their policy says 15 daysI believe Google's actions constitute unfair business practices for the following reasons Potential unjust enrichment Google is effectively keeping both the device and the money I paid for it, which I believe is unjust. Unreasonable refusal to accept return The delay was caused by issues with Google's chosen courier and was beyond my control.

Lack of transparency Google has not provided clear reas

***ESSENTIAL***

***• Demonstrated capability in verbal and written communication***

Verbal and written communication were at the core of the project management work I did for 7 years. In all of the projects I worked on at NAB, ITN, and the Royal Bank of Scotland Group, I had to manage engagement with a variety of stakeholders across each business. In my last role at Coutts & Co, in order to get the necessary involvement of relevant parts of the business, I regularly ran and participated in group meetings, which included preparing meeting agendas, documenting decisions and actions in meeting minutes, making and presenting Powerpoint slides, and completing all project documentation that the organisation’s processes required. This enabled me to get the necessary approvals from the project sponsors to move forwards with updating the bank’s policies and procedures to comply with new government regulations.

***• Excellent interpersonal skills***

In my three years volunteering with Thorne Harbour Health, as a Peer Support Group Facilitator, strong interpersonal skills (in particular, active listening and showing empathy and compassion),were crucial in order for me to create an environment wherein participants felt comfortable opening up about their substance use. I needed to be authentic , open-minded and non-judgemental, in order to create a safe and supportive space. A memorable example was a group involving a participant that was a person of colour with a similar ethnic background to me. They were not contributing as much as the white participants, and my instincts were telling me it would be helpful if I shared my own experiences of racism and discrimination in the queer community. Opening up about my own experience generated an immediate response. By showing empathy and compassion in regards to their circumstances, I was able to establish rapport and trust. The outcome was the participant feeling less isolated, and at a later meeting, I was able suggest a potential intervention in the form of a group specifically for queer M2Ms (men who have sex with men) of Asian backgrounds.

***• Demonstrated capacity to maintain a high level of confidentiality***

In my last role at Coutts & Co, I was working on a compliance project that involved analysing a significant amount of confidential client information on a highly sensitive matter. It was my responsibility to maintain accurate records and store all documentation in compliance with Coutts & Co’s policies and procedures. I often had to have conversations with bankers about their customers, document these conversations in a way that didn’t breach the customers privacy, and redact personal financial information like tax returns and company financials. This enabled me to maintain customers’ right to privacy, and progress the project in a way that was compliant with our ethical and legal responsibilities.

***• Demonstrated capacity to complete tasks and effective time management***

Task and time management are critical to any role in project delivery and were particularly important in my role at Independent Television News (ITN). I was working as the lead analyst on a project that was centred on a major upgrade to the Finance team’s accounting software. A huge part of my role was about coming up with a project plan by quantifying the effort and time that was required to complete tasks required to complete the project so that we could set realistic and achievable timelines for rollout to the business. I had to speak to our tech suppliers and a variety of internal stakeholders, create a spreadsheet that contained all of the actions that were required, who was responsible for each task, and when they were due to be completed. The outcome was the planning document I drafted enabled the project manager to identify and plug resource gaps, get approval to go ahead with the project, and once in-flight, provide meaningly status updates on our progress to our stakeholders.

***• Ability to work collaboratively with other organisations to achieve client outcome***

In my role as Outreach/Appreach worker for Thorne Harbour Health, it was my responsibility to take a helicopter view of their lives and work with clients to identify appropriate services and programs within Thorne Harbour (such as 1-on-1 counselling, legal advisors with specialist LGBTIQ+ knowledge, housing support for those living with HIV) and also external options such income support from Services Australia, queer friendly GP clinics, and an organisation like Launch Housing if the participant was at risk of primary or secondary homelessness. An example of this was when a participant mentioned that they were struggling financially. I was able to highlight alternative income support avenues to pursue, including the Victorian Government’s Utility Relief Grant Scheme, the Saver Plus Program via the Brotherhood of St Laurence as they were a student, and the Crisis Payment from Services Australia because they were experiencing family violence.

***• Ability to work under specific direction as well as unsupervised***

My role at NAB as a Project Analyst involved working in a team environment at NAB’s head office at Docklands, and also working independently and unsupervised with bankers at client-facing locations. When I worked on the Bank of the Future Program, my role required me to fly to Tasmania on a weekly basis for 6 months. I mostly travelled by myself and worked on-site on Mondays to Wednesdays to support bankers at our pilot locations in Hobart, Launceston and Burnie. The rest of the week, my Project Manager required me to work closely with her and be accessible to her and the rest of the project team, because I was responsible for responding to technical queries. The outcome was that I learnt how to adapt to different working environments and to be flexible in how I got things done. And I learnt the importance of regular debriefs with my manager to ensure adequate visibility of potential risks & issues that came up in my conversations with bankers on-site.

***• Right to work in Australia***

I am an Australian resident

***• A valid Victorian driver’s license***

I hold a valid Victorian driver’s license.

***DESIRABLE***

***• Working knowledge of the Residential Tenancies Act, VCAT, Office of Housing policies and procedures***

Whilst living in the UK, I had to develop a working knowledge of the rights and protections I had as a tenant and the systems and processes I needed to navigate to stand up for myself in order to dispute my landlord’s decision to keep my deposit. During my tenancy, my kitchen cabinets fell off the wall, and it became apparent that I had no running water on weekends. My landlord did nothing to address the repairs needed, and when I decided to move out, he tried to keep my deposit. I had to take my matter to a body equivalent to VCAT and I was assigned a case worker by the local council. The experience opened my eyes to the power imbalance in the landlord/tenant dynamic , and it made me appreciate the value in having a case worker as an advocate.

***• Tertiary qualification in Social Work, Psychology or a related discipline***

I am a Diploma of Community Services graduate.

***• Experience in the social welfare sector, working with clients with complex needs and/or social policy/client support frameworks***

In my role as Peer Support Worker at Thorne Harbour Health, most participants that shared their experiences and thoughts with the group spoke of various types of harm in their lives that reflected complex, layered needs. I often had to ensure the group understood the tendency for our systems of support to operate in silos and the importance of a holistic approach to managing their health that could often entail relationships with a number of stakeholders and supports. An example of this was when I introduced a particular group to the notion of dual diagnoses relating to substance use and depression and the outcome was that I was able to create awareness of how complex the interplay between mental health and substance use can be.