



# REFUSAL PHONE CONVOS

## TYPICAL PHONE CALL SCRIPT

A polite but firm conversation between a person and an agency or business.

### 1. Opening: Friendly + Simple

**You:** "Hi there, I'm just calling because I prefer not to use a Digital ID, and I'd like to know what your alternative access option is."

**Staff Member:** "Oh, um... we use Digital ID for verification."

**You:** "Sure, that's fine, I'm just choosing not to use it. Can you please tell me the non-Digital ID way to access the service?"

### 2. If They Are Uncertain

**Most staff won't know the rules.**

**Staff Member:** "I'm not sure... I think Digital ID might be required?"

**You:** "No problem - but under the Digital ID legislation, organisations are required to provide an alternative option for people who opt out. Could you please check what the alternative is?"

*Stay quiet. Let them go ask. Silence forces action.*

### 3. If They Try to Push Digital ID

**Staff Member:** "It's faster if you just use Digital ID."

**You:** "I understand - but I'm exercising my choice not to use it. So I just need the non-Digital ID method, please."  
This is polite but unshakeable.

### 4. If They Claim It Is Mandatory (This will happen often, and this line is gold.)

**You:** "Thanks but Digital ID is voluntary under the legislation. Organisations can offer it, but they must also provide a non-Digital ID option. Could you please check with a supervisor and let me know what that option is?"

*Again, silence after asking. Do not fill the space.*

### 5. When They Finally Provide an Alternative

**Staff Member:** "Okay, yes - you can use [X method instead]."

**You:** "Great, thank you so much for checking. Just to confirm - I'll send a written note to you as well, so there's a clear record of the alternative method you've provided."

**This is important:**

- ✓ it locks them into their answer
- ✓ prevents backtracking
- ✓ creates documentary evidence

### 6. If They Still Refuse or Cannot Provide an Answer

**You:** "Thanks for your help — I'll follow up in writing so we have a clear record. If I can't get a lawful alternative option, I'll need to escalate it to the appropriate Ombudsman or regulator. But I'd definitely prefer to resolve it with you first."

*This is calm, factual, and pressure without aggression.*

## NOTES ON TONE & STRATEGY

- Speak slowly - it signals confidence.
- Stay cheerful and pleasant - it disarms resistance.
- Never argue the law in detail - just assert the principle.
- Always mention you'll follow up in writing - this elevates your credibility.

**Silence is a powerful tool**  
— ask, then wait.



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