**Your service centre experience video – transcript**

This is Caboolture, north of Brisbane. Outside it could be any Services Australia service centre, but inside it’s a centre transformed. Not all service centres will have this look, but they will operate in the same ways.

We now have new ways of serving you at our service centres to make things more streamlined. It’s about services being simple, helpful, respectful and transparent. And over the next couple of years, we’re refreshing our centres right around Australia, with a new look, layout, and a new way of serving our customers too.

**Guard:** Welcome, come on in ma’am.

It’s hard to see at first glance, but our new way of serving benefits from the minute you enter the service centre to when you leave.

**Guard:** Excellent, come on down the front.

And it’s all about offering options. Everyone who attends our service centre will check in at the Reception desk. We’ll check if you have an appointment, want to use our self-service facilities and offer you options to connect to the service you need.

**Service Officer:** Do you have a booked appointment this morning?

For Centrelink enquiries, we encourage you to book an appointment to skip the queue. To book a phone or face-to-face appointment, call your regular payment line or ask us at the Reception desk. If needed, you can request an interpreter for your appointment.

With an appointment, we guide you to a waiting area and we’ll serve you as close to your appointment time as possible.

If you don’t have an appointment, we’ll guide you to the General Enquiries area where you can wait to be seen. A Service Officer will then listen to your story. For shorter interactions, we’ll help you straight away. If more time is needed, we’ll offer you options to meet your needs.

We can support you with access to onsite self-service facilities or support you using your own device. Our aim is to build your confidence to access and use digital services to save you time.

**Customer:** Ah, right, that looks easy. I think I’ve got that now.

If your situation is urgent, we’ll guide you to a private area, giving you a greater sense of care and security.

**Manager:** If it’s urgent, of course we’ll see them the same day with a face-to-face service offer as well.

**Customer:** I think it's working very successfully, um, and people are very attentive, supportive, and pleasant.

**Customer:** As soon as I walked in, it was brighter. It's roomier. And you actually don't know you're in that place of the old time.

**Manager:** I really love the fact that we are now empowering our customers with so much choice to be able to complete their business.

**Voiceover and words on screen:**

To book an appointment at your local service centre, call your regular payment line or ask our service centre staff.

Call 131 202 to speak to us in languages other than English.