**FLOODS VIDEO TRANSCRIPT**

[Customer]

They made you feel welcome, nothing was a problem. It was just an easy process for them to help you with a claim, which the Government was saying ‘please come forward and claim it, we want to help the people in the community’.

[Jan Philips – Manager, Neighbourhood House, Mooroopna]

Basically they were here very quickly, the Services Australia people, and they have been an absolute Godsend.

They’ve been absolutely fantastic. They’ve been so empathetic and sympathetic and respectful, and quick. If you’ve got a person sitting opposite you that is respectful and kind and capable, makes a huge difference.

And in fact you can’t take them back, I want them here all the time.

[MSC Manager, Blue Gum]

A lot of these people are really isolated in these rural communities, and they don’t get a chance to visit a local Centrelink office. So for us here, we’ve been able to provide real support on the ground for them. And the response we’ve had from the people of the community has been very, very positive.

Ends