**Services Australia Mobile Service Centres**

[Paul] I think the main thing about Mobile Service Centres is it gives us the opportunity to bring government services into rural and regional communities who would not usually have access to those services.

[Geoffrey] Well, initially I see the van and the signs and I thought this would be a good time for me to get my claim in order. And I found it exceptional to come in here and have an area where people are so kind and look after you to get the job done.

[Lia] Everything we're doing here, we do in the service centre, but I just feel like we get to spend that little bit more time with customers. So far we've had really good feedback from all of them.

[Tayken] Instead of driving 4 hours away to the nearest Centrelink, it’s easy just to come here and be on hold for like an hour or so, come down and speak to someone and sort it out within like 5 to 10 minutes.

[Tricia] I think people are always incredibly happy to see us. They are always quite surprised that the government would have a service that sends people out to support them.

[Michael] I was, yeah, I was a bit surprised that it was so convenient. Yeah, it was beautiful.

[Paul] So a big part of mobile servicing is making sure that you know where the government's in a position to provide, you know, fast emergency response into communities who have been impacted through natural disasters. Whether that be flood, fire, you know, drought, whatever it may be.

[Music]