# Valeria – Community Partnership Specialist Officer video transcript

**Valeria – Community Partnership Specialist Officer**

It's an incredible power to change people's lives. Wayside Chapel is based in King's Cross. We don't call people customers, we call them visitors.

I have been going there for the last 12 years, so, I establish quite a good relationship with visitors and they trust me.

**Valeria – Community Partnership Specialist Officer [in video audio]**

When is your next advanced payment?

**Rohan – Wayside Chapel**

Val, you know, is absolutely essential to this organisation.

**Valeria – Community Partnership Specialist Officer [in video audio]**

No you don't, you love this.

**Rohan – Wayside Chapel**

She assists the marginalised visitors who have an aversion to go to the service centre. We get things done with a minimum of fuss. It's just been absolute game changer.

**Visitor #1 – Wayside Chapel**

I have no diplomacy, and I'm not very good at getting my point across without uh, without being aggravated. Val can cut straight past that and is used to dealing with, not only people like me, but the whole spectrum of people that she might be working with at uh Wayside.

**Visitor #1 – Wayside Chapel [in video audio]**

Is it possible for me to get an interim, an interim card in the meantime?

**Visitor #2 – Wayside Chapel**

It's easier to come here, to wayside, to the Centrelink hub, than to go into the office.

At times it's been really urgent that I needed that help and the only way I could get that help was to come here and see Val.

**Visitor #3 – Wayside Chapel**

I've seen her forego her lunch breaks. I’ve seen her go out of her way to help people, including myself.

**Visitor #4 – Wayside Chapel**

She's like a mum and she's our Centrelink mum, that's what I call her. And she always got a smile, and she listens, she sees us, that's how I see her.

**Valeria – Community Partnership Specialist Officer**

Once I started working in the community, I realised that this is my calling. I've never been, uh so happy doing anything.

# Natalie – Indigenous Service Officer video transcript

**Natalie – Indigenous Service Officer**

Having that shame sometimes to say ‘hey, I need help’ really happens a lot in the community that I service. So, it’s really important for me when I go out in my role, being the Indigenous Service Officer, to be an advocate for these customers.

Baabayn is essentially a healing centre that was established by elders in the community. These elders run a program there every week, and the beauty of that is they get to pass on their wisdom and knowledge to the younger community that comes through.

**Raelene [in footage audio]**

And, if they want to do like any volunteer it would be like a WDO.

**Raelene – Baabayn Aboriginal Corporation**

Baabaynwas founded like 12 years ago. Baabaynis a community centre where community can walk in at any time.

**Raelene – Baabayn Aboriginal Corporation [in footage audio]**

You can have a yarn with Natalie about your payments and what you need to talk to her about as well.

**Raelene – Baabayn Aboriginal Corporation**

It’s a lot of advocacy where we know our mob don’t like to entre offices and government places, so they will come to me.

**Mavis – Customer [in footage audio]**

Raelene would have to ring you and had to run around and check things up.

**Natalie – Indigenous Service Officer**

The group gives organisations such as myself, aboriginal housing, Services NSW will come in and speak to these women and help them move forward. It’s not just sometimes getting someone on payments and see you later. It’s about helping them with the next chapter in life.

**Raelene – Baabayn Aboriginal Corporation**

I was screaming out for outreach, and I found Natalie. She’s amazing, I’d be lost without her. She does a lot of support here, and they love that she is approachable.

**Natalie [in footage audio]**

It is important for you to update because it can effect your rate of pay.

**Mavis – Customer**

I just love Natalie coming in, I think we all do. It is an important service for her to come in, you know, for other ladies to see. She has got that trust, Natalie.

**Natalie – Indigenous Service Officer**

To be accepted in community is a major thing. To have customers go out of their way, say ‘hi, how you going, call me sis.’ They don’t look at me any different, I’m one of them.

**Raelene – Baabayn Aboriginal Corporation**

‘Oh, they love her,’ ‘Oh, she’s great.’ ‘Can you ring Nat please?’ ‘I need Nat.’ They really adore her and they appreciate her with all the help she does here for them. You know, not having to go out of Baabayn, out of their safe place.

# Teresa – Aged Care Specialist Officer video transcript

**Teresa – Aged Care Specialist Officer**

I definitely have a sense of pride, I feel very very proud to be an Aged Care Specialist. Normally. I would work with the customers who are over the age of 65 or their adult children. They are that vulnerable group, a lot of the unknowns, not knowing how to access home care services or what are the fees and charges for the residential aged care.

**Teresa – Aged Care Specialist Officer [in video audio]**

It’s the government package for level 2.

**Teresa – Aged Care Specialist Officer**

My role, I can make a difference by telling them information and information it’s knowledge, knowledge is power. So, having that power they can make the right decision for themselves at the time.

**Fay – Customer**

We felt so satisfied and relieved that we actually met with someone face to face and answered all our questions. You know, I had to help Mum cause she wasn’t confident in, you know, technology and I’m the designated driver and Grandma doesn’t have a lot of English so we all helped each other and knowing that the process was finalised, uh we could all feel a bit more at ease knowing that Grandma was going to get the help that she needed.

**Customer [in video audio]**

So, we have been very blessed and very lucky.

**Fay – Customer**

Teresa has really has certainly left an impact on us, as a family, and we we’re very thankful to meet her and have her assigned as our specialist.

**Fay – Customer [in video audio]**

Yes, we’re all helping each other as mum likes to say, that’s right.

**Teresa – Aged Care Specialist Officer**

I work with a variety of community groups. I work quite closely with Asian Woman at Work. I’ve been invited to go to their community to give them information on the aged care service.

I speak Cantonese and Mandarin, so having me being able to be there to give that information in person, it means that it can reduce that verbal communication issues, and it can help to build relationship between the government and the community groups.

**Jeffrey – Customer**

We are very happy to have people from Services Australia directly so we know the first-hand information. So they are very direct, clear. So, we learned quite a lot, so, we are not too worried about our future.

**Teresa – Aged Care Specialist Officer [in video audio]**

You were so kind, patient, and friendly and make the process easy for us.

**Teresa – Aged Care Specialist Officer**

I am quite lucky, I get a lot of positive comments and compliments from my customers. I often think about the minute before they came into the appointment, they’re all feeling nervous, uh having a lot of information at hand then afterwards they feel, after I spoke to them, that they feel really at peace and feel not as worried. That makes me feel really good. I felt like I have helped someone by the end of the day.

# Sharon – Multicultural Service Officer video transcript

**Sharon – Multicultural Service Officer**

Even when I go out shopping in our local shopping centre, people recognise me and say ‘hey Sharon, oh thank you so much for coming out and doing that.’ So, I love what I do, I get um a lot of fulfilment by, you know, helping community.

**Sharon – Multicultural Service Officer [in video audio]**

Hello, hi, nice to meet you.

**Sharon – Multicultural Service Officer**

I am the Multicultural Service Officer and I look after the eastern suburbs of Sydney. So, we basically go out into the community, we build our relationships with our stakeholders and then we organise for information sessions to provide to our customers in language.

So, the customer groups that I deal with mainly are Greek, followed by Chinese and then the Indonesian community, so a lot of them are not so much newly arrived, but they have pretty much settled in the community.

**Rosa – Sydney Multicultural Community Services**

Sydney Multicultural Community Services, we’ve been around for 42 years, basically, houses a program for the Department of Immigration. I think the advantage of being here is that most of the people that utilise our services they are familiar with the place, and a lot of them are elderly, a lot are new arrival, a lot have a language difficulty. So they feel comfortable to come here and Sharon’s been doing a great job because she’s very empathetic with them and she’s very caring and helpful. They feel that they are home, basically.

**Burak – Customer**

Sharon, she’s amazing. Through Services Australia she gives them the opportunity to be face to face with the system. The majority of them get their problem solved from the first session.

**Sharon – Multicultural Service Officer [in video audio]**

I’m going online showing them how to navigate the online system.

**Burak – Customer**

It’s a big big difference, great for their lives, yeah.

**Burak – Customer [in video audio]**

They did such a great job and we have been networking with them.

**Sharon – Multicultural Service Officer**

What I love about my job is the connection with the community.

Having people like myself, the specialist roles, um out in the community gives them a sense that we belong together. It’s a really great feeling.

# Sothy – Community Engagement Officer video transcript

**Sothy – Community Engagement Officer**

I think it’s me, I try to capture their attention so if they’re walking past I’ll say ‘hello, how are you going today, I’m from Centrelink, is their anything I need to do for you, is there anything you can talk to me about that you might need help with.’

Our customers really appreciate us, I think they really value that we are there for them and that we’re coming to them, while they’re trying to just live their lives. We bring that support to them, because we know that this is the last thing on their mind. We find locations where there is a lot of vulnerability, like at the Uniting Church is Liverpool. So, we support the community third-party organisations to support our customers access payments and services.

A lot of the third-party organisations I work with, I’ve built a good relationship with them over the time I’ve been in the area and um, we do have a good relationship where we just connect the dots because we know what our business is.

**Sothy – Community Engagement Officer [in video audio]**

He needs to actually lodge his claim still, you know.

**Mission Australia Representative**

Our customers adore Sothy. She’s warm, inviting and she’ll do whatever she can to help the clients with their needs.

**Mission Australia Representative [in video audio]**

We’re getting there, we’re getting somewhere, yeah, yeah, which is a positive.

**Mission Australia Representative**

A lot of our clients unfortunately don’t have access to things like smart phones or tablets, uh, sometimes even internet um and don’t really know how to navigate the system. So, having Services Australia attend the hub each week really provides ease of access to that service.

**Sothy – Community Engagement Officer**

In the community environment, generally that’s their safe place. So, they’re able to trust us more, able to open up to us more, we’re able to dig a bit deeper. It doesn’t feel like a business transaction for them and I think for them they really appreciate the fact that we are there, and for me I find that it’s very rewarding to be able to help someone that wouldn’t be able to normally help themselves.