# Remote Servicing Teams video transcript

**Gary**

Our office, my office is in our bush, in Northern Australia. The central desert is, it's unbelievable.

**Staff speaking to customer**

“How can we help you today?”

“I just wanted to re-open my myGov account.”

**Jonelle**

I love connecting to the customers and the communities. I love the country. I love meeting people out here. It's a privilege to travel on these roads and go see parts of Australia that not everyone can see.

**Gary**

We are actually in Areyonga this morning. A lovely community in Northern Territory. It's a remote community, population's around about 160 people.

**Georgina**

We travel and set up in whatever services are available in the community. More times than not it's a council office or a building that we can work from, and then we do any work that you could have available to you in a Centrelink office.

**Staff speaking to customer**

“Have you worked at all in the last 12 months?”

**Gary**

There's also the teaching that we give community.

**Staff speaking to customer**

“This is normally what we do when we go bush.”

**Gary**

We sit with customers and we'll show them how to do their reporting. We'll do claims and we'll just get things done.

**Jane**

Some places are without Wi-Fi or connectivity, which really limits how they can access government services. Sometimes it's difficult for people to ring up and work through the complexities of their inquiry, so it's really important for us to go out there to provide that one-on-one, face-to-face servicing and make sure that we're actually meeting the needs of the customer.

**Staff speaking to customer**

“You’ll be okay? All right.”

**Jonelle**

Previously I worked as an Indigenous Service Officer and I got to assist Indigenous customers in metro areas. And just seeing another side of that, being able to do that in a remote community where you have different obstacles that different people face. I just love being able to come out and do as much as I can with the customers while we're out, because it can be a while until they see us again.

**Staff speaking to customer**

“Is there anything else you want me to check or look at?”

“No, that’s all good.”

“You should be able to have access to all of that now.”

“All right, thank you.”

“No worries, enjoy the rest of your day, darl.”

“Yeah, you too.”

**Gary**

We are out of home for three weeks of a month, so we’re out from Monday to Friday. We go home on the Friday afternoon. Saturday spent washing, shopping, cleaning, sorting. And then you’re back out the following week.

**Georgina**

We stay on community or close enough to wherever there's available accommodation.

**Staff conversation**

“Let’s roll.”

**Gary**

You learn to pack lightly. So, your corporate uniform. So you’re taking your food with you. Your sleeping bag, your sleeping gear, your favourite pillow. All your things that you need for that week.

**Staff conversation**

“We’re all good to go?”

“Yep!”

**Georgina**

You just need to do enough trips to get familiar and comfortable with what you need to take out with trips, and then it's really easy once you know what you need to bring. I think you learn the hard way when you forget things, and then you have to go all week without them or share with your trip mates.

**Staff conversation**

“I normally bring an extra two. I have a car blanket and then a thermal blanket that I put in my bag. And I didn’t bring either.”

**Lucie**

They get so many things sorted for the people on the days that they are here, things that they probably would have to go to town for. So, yeah, they really are appreciative of the services when they come out here.

**Jane**

What makes my day every day is the staff coming back in on a Friday after their trips out, and it's just this... this noise that comes in, and everyone's talking about what happened in their week.

**Staff converation**

“Ah, sorry.”

“Bit of yakking yakking.”

“Ha ha!”

**Jonelle**

It's eye-opening to see the different obstacles, different barriers that different people have geographically, and just a different way of life that people live.

**Staff conversation**

“That's amazing. Well, happy birthday for Sunday.”

**Jonelle**

And just being able to be a part of that, it is a privilege to be opened and welcomed into these communities.