# Legal Advocates Channel video transcript

**Nali Wadill**

The Advocates Channel is a specialised team within Services Australia that lawyers and advocates like myself can go to to make inquiries on behalf of clients.

So not only can we make inquiries, we can make submissions request a review or an appeal for a client. But what's really, really beneficial here is that we have an inside line to Services Australia so we can get really quick outcomes for clients that have a real impactful or meaningful difference for them.

**Kate Allingham**

The Channel has been a real game changer in that it provides a direct line for lawyers and advocates straight into the agency to experienced officers who really know what they're talking about and are able to provide really genuine assistance.

A lot of people know that they have an issue with social security, but they're not able to clearly articulate what that is.

So sometimes even just trying to get an understanding of what the client’s issue is was really difficult. And this has really made that process much easier.

**Nali**

Can mean that a person's payment that was cancelled can be, you know, reinstated really quickly, within 24 hours in some instances, whereas them spending time on the phone or driving, if they're in a remote community out to the closest service centre, that's going to take them a really long time to achieve that.

So, Services Australia and the Advocacy Channel, Advocates Channel has made a really profound difference for our clients.