# Mid-Year Report story transcript

**Major Brendan Nottle – Comanding Officer Salvation Army**

There's no question that there’s a shift in thinking amongst community organisations—that there's something significantly changing with Services Australia. And we're not just hearing it. It's not just about talk. We're actually seeing it.

**Senator the Hon Katy Gallagher – Minister for Government Services**

We've seen big improvements in a whole range of areas. And I feel, that under David and his team's leadership, a real focus on customers, the customer experience and a focus on the people that we are here to serve.

**David Hazlehurst – CEO Services Australia**

So the starting point for us is getting the basics right.

**Jodie Robinson – GM Community Engagement and Servicing Redesign Project**

This is the second mid-year event. So today, organisations from right across the community have an opportunity to hear about the things that we've been progressing. Having listened to them over the last 12 months. The things that we're taking forward over the next year so that they can be informed and that they can tell us about where they want to continue to be working alongside us. We've been out in the community, speaking to over 50 community organisations about how we can better deliver our services. And today is an opportunity for us to test what we've been hearing back with them and to really help them continue to shape how we might deliver services in the future.

**Kate Allingham – CEO Economic Justice Australia**

I would say that after Robodebt, trust in the agency was at an all time low and that bringing people in and for people to have access to senior people within government agency and for there to be really genuine consultation is really important in rebuilding that trust.

**Major Brendan Nottle**

This is a complete transformation of Services Australia. This is not the Services Australia that I know from ten years ago. This is a Services Australia that's actually saying we're not working in a silo or in isolation from the rest of the community. It's actually reaching out and saying we want to be the best we possibly can for Australians right across the nation and we need your input.

**Nali Wardill – Managing Lawyer Basic Rights Queensland**

They're interested in our thoughts and opinions as people who understand some of the pain points in the system. You know, having worked with these clients for such a long time. So they are interested in, in asking us and consulting and taking on board our opinions around, around these issues.

**Major Brendan Nottle**

The creative and innovative work that Services Australia is doing is having a significant impact. And the reason why I'm really passionate about this is it's having a significant impact on the most vulnerable in our community.

**Nali Wardill**

We need to be doing better. Not just Services Australia, but all of us, I think. And, I'm heartened being here today to see what some of those changes are looking like.