# Transcript – New service environment video

Aaron, Customer: Before when you used to walk in here, it was very tiny and congested, but now it's opened right up. And the self-help desk is, yeah it's really good.

Danielle, Customer: I think it's great. I love the colours. The blue is amazing and the staff look great with all their blue shirts.

Darren Ryan, Manager, Woy Woy Service Centre: The feedback that we generally get from customers apart from talking about the high level of service is they seem to tell us that they feel that it's really calm. The new colour scheme and the layout and the way that we utilize our ways of operating. It's a real calming and welcoming environment.

Sandy Mamo, General Manager, Face to Face Services: There are a number of things that we're trialling. So different approaches to how we meet and greet the customer, how we stream them. We are spending time doing things to enable customers to get on to that digital pathway.

Phillip, Customer: I think it's working very successfully, um, and people are very attentive, supportive, and pleasant.

Karen, Customer: As soon as I walked in, it was brighter. It's roomier. And you actually don't know you're in that place of the old time.

Nigel Xavier, Service Officer, Woy Woy: We get a lot of compliments here as well, which is great. Because we’re taking the time and the new ways of working we’re taking the time, investing in people.

Margaret Channing, Service Officer, Woy Woy: I think the change has meant has meant it's been a really fresh start for us as an agency. We've been invigorated by the whole process. Customers are responding well, staff are responding well, leadership's responding well. We're just enjoying this whole fresh, new, exciting environment.

Phillip: Well, it's nice and open, spacious.

Danielle: The staff here at Woy Woy are fantastic. They're all very friendly and very helpful.

Darren Ryan: Our people are everything at the end of the day. Um, without the staff, we wouldn't be able to achieve any of this, and they've been really positive and committed to that journey. So I'm really proud of them for that.