Working with Services Australia video - transcript

Jo, Service Officer – I love that when I first arrived and I was new to Services Australia, I knew absolutely nothing about what I was going to be doing, but right from the first moment I arrived, I felt like I belonged. That was really important, I was looking for that.

Corey, Team Leader – Yes, so I think coming into the agency, you need to be adaptable, very adaptable because there is so much change in the agency.

Grace, Service Officer – We are dealing with vulnerable people, so you do get difficult questions and you’re approached with difficult situations, quite a lot. I'd say that's probably the hardest part.

Hayley, Service Officer – If you're someone who, who gets a kick out of helping the community and helping people, then this is definitely the role for you.

Maha, Service Officer – I feel proud to work for the government, at the same time I feel like I'm serving the community, in one way or the other. I'm helping my colleagues. I'm helping my community members.

Grace, Service Officer – Yeah. It's super like supportive, especially like with my role, you know, we're dealing with vulnerable customers all the time and you know, you just have to ask and you'll get like the support and help.

Corey, Team Leader – Picking up the new work types really that's, that was the first challenge for me. It's all new, but again, having that support from my leaders and my team helped me to overcome those challenges.

Jo, Service Officer – You need to be a person that values integrity, a person that, that is willing to own their own process and own their own development.

Hayley, Service Officer – It definitely tests your emotional resilience, but it's completely rewarding at the same time. Like I said, it's fast paced. You're dealing with people that, a lot of the times in crisis. They're not knowing what to do, and they're coming to you for answers.

Jo, Service Officer – I wouldn't consider for a second working anywhere else. I absolutely love my job.

Corey, Team Leader – This is a wonderful place to work. You will find it rewarding. Just being able to help your fellow Australians.

Maha, Service Officer – At the end of the day, that's what I feel like every time, when I process a claim, that's what makes me feel happy. That, okay, I've changed someone else's life. I've given some meaning to someone's life, which is great.