# DM6447 Community Partnerships Phonethip transcript

**Customer 1**

I was out on the streets and all that and it was just a really, really tough time to be going through it, especially at a young age.

**Customer 2**

I was struggling with homelessness while I was pregnant.

**Customer 3**

There was a period of time where my accommodation wasn't really secure. I'd had a family breakdown and I'd been going to a boarding school for a while because my home situation wasn't really safe.

**Phonethip**

“It's very warming, what you guys said already.”

All my life I've liked to help people and that's something my family has always done.

My name is Phonethip and I'm a Community Partnership Specialist Officer for Services Australia, based at CORE Community Services, and I work with customers that have highly complex needs and significant vulnerabilities. They're facing homelessness, family and domestic violence or complex mental health issues.

“…they could be housed…they’re just experiencing financial hardship…”

**Lisa**

Phonethip has been a wonderful support to our young people because she's been able to work inside our office. So for some of our young people who have barriers to accessing services on their own, they've been able to come in in a comfortable environment where they have support through their case managers to be able to support that conversation and explain their circumstances and some of the reasons why they might be in the circumstances they’re in.

**Juana**

Having someone like Phonethip here that is a specialist, that has skills and experience in supporting communities and works with us in partnership to be able to support our clients. It definitely has enhanced our services.

**Customer 3**She was able to set up appointments for me where I could have supports that would help me communicate to the Centrelink employees a lot better and ultimately help get me youth allowance and rent assistance.

I'm really happy to be put in contact with Phonethip and all the things she's done for me.

**Customer 2**

It was not only like, convenient, because obviously going into Centrelink while heavily pregnant, it's like very, it’s just very, it’s hard. Just to sit there and just talk to someone in a safe space, have my workers there that know what I'm going through and help me explain and then have it all sorted out. It was really, it really meant a lot to me.

**Customer 1**

I don't know. There's just something about her that is just absolutely amazing and she knows what to say, she knows how to say it, and she just makes me understand. So just having her is honestly like a lifesaver.