# National Graduate Program service delivery

## Mark: Services Australia to me represents helping the broader Australian community and being able to assist with that directly is a very positive thing.

## So the placement we're doing at the moment is 8 weeks of service delivery.

## And in this program, we're basically assisting the Australian public, delivering essential services to them and providing them with any services that they need.

## Stefan: This experience in the last 8 weeks has been really, really good to kind of lay a foundation and gain an understanding of what our department actually does, who we serve, why we serve them and some of the challenges that we have.

## Emma: I think I can speak on everyone's behalf and I say we were terrified because you just, you never know what you're going to get when you're taking the calls.

## Nahreen: Taking calls for the customer, it's like first I was very nervous and I didn't have any experience before that, but there was lots of support.

## Stefan: You never get 2 customers that are the same. So it's always interesting.

## Mark: The customers are great. It's very rewarding being able to help someone, you know, get a service that they, they require.

## Emma: We've been so well looked after. We were assigned like a buddy at the beginning with the process, which is a previous year's grad.

## And they've been showing us the loops, taking us through to be really wonderful and even like our supervisors and our team leaders have been so wonderful.

## And our trainers, the second we've got a question, they're there and what started off as super daunting is really chill now.

## Stefan: So far the thing I've enjoyed is really just kind of the challenge of understanding all the services that we provide and being able to use that understanding and that knowledge that we gained in the first couple weeks to help customers in need.

## Emma: I actually think it's been invaluable because I think the best way to understand what this agency is about, is to go to its core and its core is our customers and serving them, like everything we do behind the scenes is to better serve, yeah, the Australian public. So, I think it's been really important to do this so early on.

## Mark: Being in the tech stream in, in the digital stream, I don't get much direct contact with customers. So, having this opportunity to actually know what it is that a customer needs is, yeah, very beneficial for what I'm going to be doing later on.

## Emma: Myself and quite a few of us are going into policy design and program design and I think, you'll just care about it a lot more if you know who you're making these programs for.

## So I think even if in terms of like, empathy and just passion and care for what you're doing on the day-to-day basis, I think it's been really important.

## Mathew: Well, I think the grads when they came in, they were really, really nervous especially around having to deal, speak to customers, deal with customers, use the systems, watching them now in their last week of deployment, it's really rewarding.

## A lot of staff don't want to leave, but most rewarding is their feedback in regards to making a difference when they're speaking to their customers.

## Graduate: The opportunities we were able to have with hosting...

## Stefan: Helping customers, I mean, it's the reason I joined Services Australia.

## On phone: Thanks for calling Services Australia.You're speaking with Stefan.

## I really wanted to do work that is rewarding, and serving customers on a daily basis has really been that.

## Emma: Working in a space that champions compassion and empathy as much as this environment does, I think has been really wonderful.

## On the phone: No, you're all good. More than happy to help. Have a great day.

## Mark: It's been awesome. Being able to bond with colleagues that I wouldn't necessarily get to interact with, has been a, a great experience, and we're building relationships and friendships that otherwise I wouldn't be able to do in my original placement.

## Nahreen: The best part of being here is the friendship I get from the other teammates. It's like a family.

## Stefan: I'd describe the service delivery placement as rewarding, challenging.

## It's opened my eyes to all the different things that Service Australia does, all the different kinds of customers that we serve has been really, really cool to see.

## Emma: I think we were all so nervous coming into it, but it's been such an invaluable experience. I think I've learnt so much more than I was expecting to, and I think the things that I learnt I will take with me throughout my Services Australia career. So, I think be brave, just take the risk and yeah, I think it's been 100% worth it and I would recommend it to anyone.