**Farm Household Allowance video chat appointments - Pete and Sue’s story transcript**

Where we sit today on this property it was bought in the 1860s and I'm the fourth generation here. I'm very privileged to be that. I've lived in the same house all my life. Only difference between me and my father, my father was born in the house and I was born in the hospital.

And it's sheep and grain, that’s what the basic farm is and then in the ‘90s, we developed vineyards. We had one year when the actual harvest was very, very minimal and we didn't come anywhere near covering the cost of actually growing the grapes. So, when someone told us about the farmhouse allowance we looked into it and then thought well yes if we can that would be good. The farmhouse allowance has been pivotal for us. We wouldn't be here today if we hadn’t have got that. We would've had to disappear... ...and that would have killed me.

(Kiran, Farm Household Case Officer) “Good afternoon Sue and Pete how are you today?” “We're fine, hi Kiran how are you?” Since we started the video conferencing it's been very nice. “Has it rained in the fields yet?” “No rain...well very minimal, we had about seven ml.” “Seven ml.” “Last week.”

**Kiran, Farm Household Case Officer:** Video conferencing has actually helped quite a lot of people. It not only saves time and travel. For them time is precious and they’ve got to be on the farms so, connecting via video chats and embracing that and just that seamless transition has really helped them.

“No, we finished shearing we shore in April.” We sit over the breakfast table usually with the computer on one corner and just chatting. “Do you think any of them are going to be, coming on payments? Are they looking at applying...?” “They are, yeah.”

**Kiran, Farm Household Case Officer:** Meeting some of the customers that are remotely located for the very first time, it was just an absolute joy. Absolute joy. And for them to see a real person at the other end, that was absolutely amazing.” “And so we've had the last lot have begun their payments yes.” “Okay. Okay.”

He's passionate about being a farmer. And so we’ll stay until he doesn't want to. Yes.