**Farm Household Case Officers transcript**

When you start on Farm Household Allowance, you'll have the help of a Farm Household Case Officer to guide and support you. Farm Household Case Officers provide dedicated case management tailored to you, your family and your farm.

**Kiran, Farm Household Case Officer:** Being a Farm Household Case Officer is about listening and acknowledging the customer's circumstances. It is about nurturing those meaningful connections and also about connecting them to the services that are available in the community.

Your case officer will ask you to complete a Farm Financial Assessment to consider your farm's financial situation. You'll need to agree to a plan of activities with your Farm Household Case Officer to improve your financial situation in the long term. This is called a Financial Improvement Agreement.

**Kiran, Farm Household Case Officer:** When I work with a customer, I actually look at where they are at and what they want to achieve. So we look at their business structure. We also look at important aspects, like their strengths and weaknesses. If the farm's been affected with any of the natural disasters. It's about looking at the broader picture and assisting them with what they need at the time.

You'll talk regularly with your Farm Household Case Officer so they can see how things are going, answer questions and give you advice. Your case officer can contact by phone, video chat, or even meet in person.

**Sue:** She's (Kiran) been very good at explaining to us what's available and very good at encouraging us to pick up and run with some of those things. She's not just doing her job. She's being quite interested in asking and remembering what we talked about last time to, how did that work out and all that sort of stuff.

**Stacey:** Kiran has been motivating and she's just a beautiful soul and she's amazing to talk to. Every time you talk to her, she's got more ideas and things that she thinks we could try or do.

**Lisa:** We have Sally and she's amazing. We are always astounded at how positive and encouraging she is. We were amazed at her depth of knowledge. We're amazed at her ability to connect with us and relate to us right where we're at.

**Hung:** Our life is like, all turned around because of those people. And it's not that they're going to, you know, come out and help me pick the tomato. It's just the encouragement that they give you. So okay, well, at least somebody is caring about you. Every three months we have a talk and a chat. She want to know how I'm doing it and stuff like that. It really good.