

The background of the slide is a collage of beach-related items. At the top, a horizontal strip of white paper with a torn edge is pasted onto a sandy surface. Below this, several seashells of various shapes and sizes are scattered on the sand, along with two white starfish. The overall aesthetic is warm and natural, evoking a sense of a beach or coastal environment.

Services Australia

Toni Hawkes and
Joanne Adams
Services Australia

Aboriginal Wellbeing Conference



Indigenous Service Officer

Community Presentation

Presented by: Toni Hawkes and Joanne Adams

18 July 2023



Services Australia acknowledges the Traditional Custodians of the lands we live on.

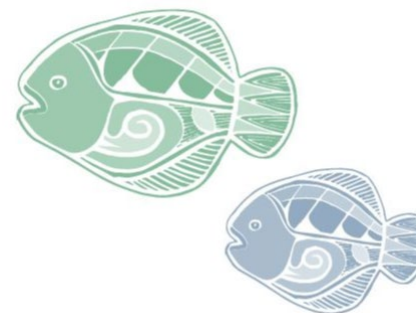
We pay our respects to all Elders, past and present, of all Aboriginal and Torres Strait Islander nations.

Warning

Aboriginal and Torres Strait Islander peoples are warned that this product may contain images of deceased people.

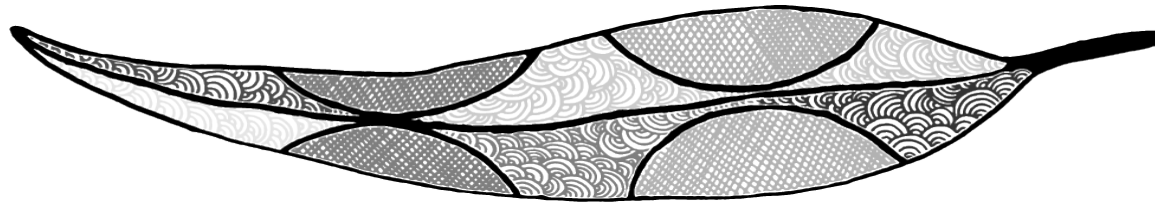
Presentation overview

- The history of the Indigenous Service Officer (ISO)
- Customer snapshot
- What does an ISO do?
- Our Service Offer
- Community resources and help
- Questions



The history of Indigenous Service Officers

- ISOs have been around for 49 years.
- ISOs play an integral role in supporting Services Australia's commitment to Aboriginal and Torres Strait Islander peoples and communities by collaborating with Community and Third Party Organisations, and other government agencies.



Customer snapshot

Centrelink has more than
7.5 million customers.

Medicare has more than
25 million customers.



What does an ISO do?



Services Australia's
Indigenous Service Officers
support the agency and local
communities to improve
services delivered to
Aboriginal and Torres Strait
Islander peoples.

ISOs provide culturally appropriate assistance to Aboriginal and Torres Strait Island customers, communities and organisations.



Who can be an ISO?

Only Aboriginal and Torres Strait Islander peoples can be Indigenous Service Officers in Services Australia.

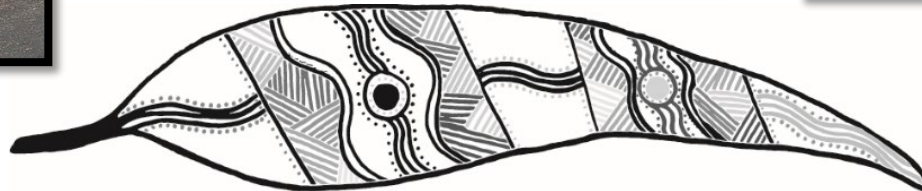


Our Service Offer



Support economic and social participation of Aboriginal and Torres Strait Islander Australians through the timely delivery of appropriate Services Australia payments and services.

Understanding local community needs through effective community engagement activities.



Community resources and help

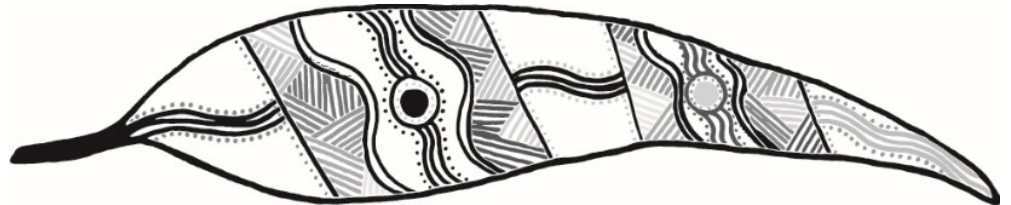
We offer guidance and support in times of need. This includes:
help from our [specialist staff](#)
referrals to other services.

If a person is getting a payment from us, they may get:
extra [payments to help in a crisis](#)
[advance payments](#).

Everyone can:
talk to our [social workers](#)
attend a [financial information seminar](#)
get advice to help [manage their money](#).

Our [Payment and Service Finder](#) can help people in your community find services in your area. They can also see what payments they might be eligible for.

We also offer help for those who:
are [homeless](#) are in [crisis or need special help](#), for example they're in severe hardship or recovering from a disaster are affected by [family and domestic violence](#)
need help with [managing money](#).



Questions



Thank you.