How do Forgotten Australians feel at your service?

Be understanding.
Listen to my concerns.
Talk to me about options.

★☆☆☆☆

"I felt powerless and scared. I can't use computers, so everything being online meant I might lose my payments"

★★★★★

"The staff listened to my concerns and clearly explained step-by-step, what I needed to do."

How can we make Vic feel safe here?

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To protect the anonymity of The Forgotten Australians, these quotes have been adapted from lived experiences.