

Jessica Mullins Profile – Transcript

[Start of transcript]

My name is Jessica Nova Mullins.

I am currently the Remote Service Centre Manager at Bathurst Island.

I love my job.

I do, I really do.

I've been really lucky, living on the island.

They're my own people, they're my family.

I've known most of them my whole life.

There's only a population of about three and a half thousand.

I get a real kick out of helping someone – my own people.

You become like their best friends, their counsellors.

I find that the Centrelink job in general on the island is very important.

I think it helps a lot that we have our own people servicing our own community.

They communicate better and I'm really lucky my staff have got that 'I can help you' attitude.

Being remote you have to figure out different ways to handle things.

'Cos there are some times when it's very challenging out there.

If I show that I can be resilient my staff can be resilient as well.

[End of transcript]