

Phyllis Tamwoy Profile – Transcript

[Start of transcript]

I'm Phyllis Tamwoy, I'm from the Thursday Island Service Centre in the Torres Strait.

Growing up on Thursday Island, it's a small community surrounded by sea.

We know everyone.

All of my team are Torres Strait Islanders that work in our service centre.

And you know, our community really looks up to us as public servants and role models, I guess.

I always say to staff, we have to think about the community as a whole.

We're here to provide that service for our people.

If someone walks into a service centre in Cairns, it's the same service they receive on Thursday Island.

And I've had managers that come in and go 'Wow'.

We have the same service offer, like, digital.

We don't sort of think, 'Our people are disadvantaged', we don't assume that they can't use it.

We always offer them that service and we support them through it.

And the advantage is, we can speak their language.

I love my job because I know that a lot of our people have been disadvantaged in the past, and I think it's important when you know yourself as an Islander, you can provide that service.

[End of transcript]