

## Transcript, Halls Creek Modular Project

(Music – trucks and modules travelling across the Kimberley countryside)

Title: The Halls Creek Modular Project

Narration:

The Department of Human Services is committed to improving outcomes for Aboriginal and Torres Strait Islander peoples.

Nearly a quarter live in remote communities. As part of our commitment to provide equitable access to health and welfare services, the department has started to replace old service centres with new ones - as good as any in our network.

Key to this is the supply of high quality modular buildings. The first modular project was delivered in Wadeye in December 2016. The second has recently been delivered in Halls Creek in the Kimberley – where the existing service centre was well past its use-by date!

Deanne Hayward, Service Support Manager, Kimberley Katherine Region:

“I’ve been working in this area for about nine years and as long as I’ve been here Halls Creek has been on the list to be replaced, so we’re really excited now that it’s going to happen.

As part of our commitment to the Indigenous Servicing Strategy, part of the consultation that was done for that was services to our remote customers and people in communities, by having a new office here we’re going to be able to provide the best service to our Indigenous customers – who are living remote and who’ll get the same services as if they were in a metropolitan area.”

Narration:

The new service centres are built with pre-fabricated modules. AUSCO is the company that designs and builds the modules in Adelaide. For the new Halls Creek service centre, several modules were required. Chris White from AUSCO explains:

Chris White, Ausco Modular Pty Limited:

“The Halls Creek remote service centre is based on 8 building modules all constructed here in the Adelaide factory. It takes about 5 weeks from building start to building finish, and then they’re delivered to site on trucks. All the 8 modules are different dimensions and different weights. They can be up to 13.2 metres long and up to 10 tonnes each.

After the buildings are delivered to site, they’re all craned into position. We actually bolt them together – what we call complexing – actually sealing the buildings together. Then

buildings are finished off internally so they all look like a completed building. On site we also complete the airconditioning works, onsite works as far as car parking and landscaping is all part of our scope.”

(Music – timelapse sequence)

Deanne Hayward:

“The staff are really excited about the new office, it’s state of the art, it’s going to be spacious for them, it’s going to have all of the new digital services that we can offer which will offer a better service to our customers; they’ll be able to have more access to the self service phones, the computers and just the general servicing from our staff.”

Zara Nehow, Remote Service Centre Support Manager:

“I’m excited because it gives the staff pride in their new workplace. It will give the community pride that there is an office that they can come to, to be able to do all their Centrelink services.”

Michaela Malay, Service Officer:

“The customer has a lot more privacy, there’s a lot more room in the new office; there’d be more phones for customers to use; there’d also be more self service computers available to customers to use.”

Narration:

The new Halls Creek service centre was assembled on site in seven weeks – landscaping included. Not only is the building now open for business, staff and members of the public can enjoy superior facilities in every sense. What’s more, no detail has been spared:

Chris White:

“These buildings are very energy-efficient. They have LED lighting, energy-efficient tapware, and we also have high standards of insulation throughout the building. They really need to meet minimum standards and requirements for energy-efficiency.”

Narration:

The new Halls Creek service centre was built in a quarter of the time that it would take for normal building construction – and for a fraction of the cost. The Department of Human

Services is now looking to building more, as part of its commitment to better serve remote communities!

Deanne Hayward:

“From my point of view, being able to provide the best service to all our customers all over Australia is very important. We have people living remotely, who are vulnerable customers and they should get the same service as anywhere else.”

ENDS.