

## Transcript World Social Work Video

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**Emma, Social Worker, Department of Human Services:** I'm Emma. I'm a social worker for the Department of Human Services, and I currently sit at the Sunshine Service Centre. I work with individuals who are coming in to the Service Centre requesting to speak to a social worker. Along with their family members if they too, present with vulnerabilities. We work closely with that individual or their families in being able to connect them with services in the community.

**Courtney Lucanto, Magistrates' Court of Victoria:** I'm Courtney Lucanto. I'm a team leader for the Family Violence Programs and Initiatives unit at the Magistrates' Court of Victoria. The Magistrates' Court of Victoria deals with a variety of complex issues, and a large issue that comes into the Courts is family violence. A lot of our clients that we're working with can be applicants, so victims of family violence, or can be respondents, so someone who has perpetrated family violence. So the Courts are quite integral in supporting their safety and risk management. That can include things like engaging with our specialist staff for their experiences with family violence and being supported through the court process itself to get things like an intervention order.

My relationships with the Magistrates' court is working with the applicant or respondent worker, in being able to support individuals and families either affected by family violence or may have perpetrated the family violence, and getting them linked with the key services within the area to ensure they've got ongoing support.

**Sam Caldera, Magistrates' Court Victoria:** Hi, my name is Sam Caldera. I'm the respondent practitioner at the Sunshine Magistrates' Court. The very first day I started work I was introduced to Emma, who is the social worker at the Sunshine Centrelink office. And since then I've been referring some of my clients who really need some assistance from Centrelink or even from the other services. So I link them with Emma, who has been very helpful. And I just flick her an e-mail or pick up my phone and give her a call.

**Courtney Lucanto, Magistrates' Court of Victoria:** Our clients have provided really positive feedback about Social Workers at Centrelink. Some of our clients have had really horrific, difficult lives. They have experienced a lot of family violence and trauma. And to have somebody who is supportive, who understands, who also points them in the right direction for further support and services that's invaluable.

**Emma, Social Worker, Department of Human Services:** Social Work Day is an important day for social workers, particularly for me in the role that I do within the Department of Human Services, to reflect on the work that we have done, not only for the individual but also the community in which we work in. I find that it is a particularly special day, in regards that it allows us to focus on the great work that we achieve, but also in regards to the future to create sustainable communities.

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