**Futures Archives Transcript:  
Community Care Supporter Employee Training Module 1 by Sophie Gleeson**

**Audio Info:**(9:01mins)  
This is an introductory training module for new Community Care Supporters employed by the Australian Government, as part of the “Change For All” initiative in 2028. Experienced from the perspective of Emad - a newly employed Community Care Supporter in the local Community Care Circle of North Ballarat, Victoria - we are introduced to the government program and the role, two fellow new employees, and three members of their Community Care Circle.

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**[TRAINING MODULE INTRODUCTION]**

TRAINER:

Welcome to the Department of Care and Well-being’s WHISA Program: providing Well-being, Housing, Income, Socio-Cultural and Accessibility support to all.

Congratulations on your appointment as a Community Care Supporter, in your local council’s Community Care Circle.

These training modules will introduce you to the WHISA Program and outline your role, responsibilities, opportunities,  and expectations.

This is the first audio module of 6. Following the completion of all 6 modules, you will be sent a Hive link, inviting you to a Hive-Live video meeting with your local city councillor to discuss the next steps.

**[HISTORY]**

TRAINER:

Following the global pandemic, and The Caregivers’ Strike of 2024, the Labour-Greens Thorpe government committed to a national restructuring of government support services. The coalition’s formal declaration of “care” has since guided legislation amendments and now guides the “Change for All” initiative.

The “Change for All” initiative is the result of years of community-led projects, local council programs, and governmental support service trials across Australia.  The initiative outlines the government’s 100-step plan to deliver essential care to every individual in Australia. The Change for All initiative is managed by the Department of Care and Well-being. Following the recent successful delivery of the Hive program in all major cities, the department is now focused on three central programs within the Change for All initiative: WHISA, AGRI-CARE and BPP, the Betterment of Policing Program.

**[ABOUT WHISA]**

**TRAINER:**

WHISA is the government’s universal well-being and care support program being rolled out this year. It will be available to every Australian citizen, resident, local and international student, refugee, and temporary visa holder. WHISA operates at the community level and supports every individual with well-being, housing, income, socio-cultural and accessibility support.

* **Well-being** support is provided through comprehensive Medicare, now expanded to include dental care, mental health services, optometry and ophthalmology, physiotherapy and rehabilitation services, and addiction medicine services.
* **Housing** support provides transitional and permanent accommodation to all persons experiencing homelessness or housing instability.
* **Income** support provides every individual with the “Fair Go Wage,” a Universal Basic Income that subsumes previous services, including The Australian Stipend, JobSeeker and Newstart. The Fair Go Wage recognises the value of community service and empowers individuals to participate and contribute to their community.
* **Socio-cultural** support includes:
  + The delivery of local Care & Connection programs, developed by local communities;
  + The continued servicing of pandemic grief and isolation support programs;
  + The introduction of dedicated support programs for carers;
  + The continued delivery of First Nations reconciliation and healing initiatives; and
  + The formal establishment of Time-on-Country environmental programs.
* **Accessibility** support includes:
  + Universal accessibility to communication technology and Hive;
  + Universal education access;
  + Mandatory support services, disability awareness, and equality training in all places of work;
  + And ongoing public infrastructure redevelopment as part of the “Inclusive Australia” program.

**[INTRODUCTION TO THE ROLE & CO-SUPPORTERS]**

**TRAINER:**

As a Community Care Supporter, you will oversee the care of all members in your Community Care Circle, and ensure that every individual is adequately supported by WHISA. You will liaise with local social workers, mental health caregivers, advocacy programs and government departments to support your community and ensure that services are delivered and individuals are cared for.

You will be working with two other Community Care Supporters in your Community Care Circle. Let’s introduce you to one another now.

Please tell us about yourself.

**EMAD - masculine voice:**

“Hi, hello, my name is Emad, I’m 27 years old. Ah... I’m a social worker, I used to help run some of the first community care circles in the city when I was living there, and I’ve done a fair bit of work on the National Tree Planting Program, too. I’ve been living in Ballarat for about 5 years, ah but I grew up in Brunswick West.”

**TRAINER:**

Thank you Emad, please meet your fellow Community Care Supporters:

**YARRAN - masculine voice:**

“Hi, I’m Yarran, I’m 38 years old, and I’ve worked as a nurse for the last 9 years — that is until the strike, and then as a health educator. Oh and I recently volunteered for the Bushfire Recovery Centre in Meredith.”

**HUNG - feminine voice:**

“Hi, I’m Hung, I’m 40 years old, I’m a visual artist and long-time carer. I’ve lived in the area for about 25 years. I used to work for the NDIS, and recently I’ve been caring for my friend for about the last 8 months. I’m looking forward to meeting you all in person.”

**[INTRODUCTION TO THE COMMUNITY]**

**[TRAINER]:**

Let’s finish Module 1 by getting to know some Community Care Circle members. You probably know them already. We will hear from Yen, Des and Neema about how they support the community, and what their thoughts and concerns are.

**YEN - feminine voice:**

“Hi , I’m Yen, I live down by the reserve. I’ve been volunteering at the reserve for a few years now, and I try to volunteer WILDFREE when I can, so running workshops and events. So I’m looking forward to receiving the Fair Go Wage so that I can put more time that. I have one child, they’re 12 and they go by Ivo, and I’m hoping they’ll want to get involved in the summer school holiday care programs that are starting in February”

**DES - masculine voice:**

“Hi, yeah g’day. This Des from Ballarat speaking, I’m retired and it’s just me and the dog. I’m looking forward to some parts of the government thing but I dunno about using this “Hive". I don’t use a tv so I dunno if I will use this.”

**NEEMA - feminine voice:**

“Hi folks I’m Neema, you probably know me! I’ve been delivering food-swap groceries across the town since COVID! I’m looking forward to the carer programs they’ve been talking about, it’ll be nice to get some proper recognition and support for all the caring I do with my family. I heard they might be starting some sort of Carer’s Day next year. That would be nice.”

**[ENDING]**

**TRAINER:**

As a Community Care Supporter, you will be responsible for assisting people like Yen, Des and Neema in receiving the government supports available, and connecting community members with one another.

Now that you have met your fellow Supporters, and a few members of your Community Care Circle, you might already have some ideas on what you’d like to do in your new role with WHISA and the Change for All Initiative. Let’s investigate those ideas in the next module.

When you’re ready, say “next module” and we’ll continue to Module 2.

**EMAD:**

“next module”

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