Luke Whatley – Transcript

Audio Description: Luke, a man in his forties with a buzz cut hairstyle, sits facing customers as they exit a store with their shopping trolleys. A young woman, wheeling a pram, holds out her receipt for him to see. Luke acknowledges it with a nod and says thank you as she passes by. Luke is sitting in a wheelchair at a front desk at the entry to the store, where a sign says Living Collection.

Luke watches as a young woman on the other side of the desk uses her phone to check in on the COVID app and then smiles at him.

**Luke**: My name’s Luke. I live in Karratha and work at Kmart. I’m a door greeter at Kmart, and I work within security as well. I’m the first person people see at Kmart when they come in.

My job is to welcome people and make sure they’re happy with their experience at Kmart. And I also love to make sure that people are safe. I make sure that people sanitize their hands when they go through and also, I remind them to sign their name at the door and use the COVID app.

Audio Description: In a wider view, we now see the red and blue Kmart sign at the front door. Other customers with small children, and trolleys with different items, are on their way in or out. Those exiting the store are talking to Luke and showing their receipts.

Luke looks over and smiles at a man and his young daughter who are using a phone to sign in on the COVID app. Luke gives him a thumbs up. Another female customer in active wear also signs in with her phone and exchanges a smile with Luke.

An older man and woman stop and talk with Luke at the sign in desk. Another older man with a long white beard holds his phone against a sign that says Do your part to keep WA safe. A QR code is below. His phone screen shows a message saying: Is anyone without the app accompanying you. He press the Check In option and the next screen says: You checked in to Karratha Shopping Centre 24 May 0931. Thank you for helping to keep WA safe.

Luke gives a thumbs up to a customer who is holding out a receipt for him to see. The customer is a young woman who says thank you as she leaves with a pram with a baby inside and a toddler riding underneath.

Luke acknowledges other customers going through and checks receipts as they do.

**Luke:** When people leave the store, I check their receipts to make sure that people have paid. I think that most people do the right thing, but sometimes people forget and that’s why my job is so important, to make sure that people do the right thing.

If the alarm goes off when people are walking out, I go “excuse me, can I have a look at your receipt?” And if they don’t have a receipt, I send them back to the cashier to ask for another receipt. I have to be on the ball, and I also have to be firm but fair, while still keeping calm and relaxed. It takes a great deal of self-awareness to keep that balance within.

Audio Description: A time lapse sequence shows Luke greeting and talking to many different customers who are coming in and out, signing in or showing their receipts. As an alarm is heard beeping in the background Luke twists round and calls over his shoulder “Excuse me”.

A woman in a black t shirt and lime green pants comes back to Luke and opens up her bag. She pulls out a wristwatch still in its packaging to show Luke. Luke examines it and says something to her with a smile and then listens to her. A Kmart Manager comes to stand near Luke. Luke gives the watch back to her and gives her a thumbs up and says something positive as she heads back into the store. Another female customer opens her handbag to show Luke on her way out.

The view is now from outside looking down on the shopping complex where there is a Kmart sign and across a church and apartment buildings to the sea in the background.

**Luke:** I’ve been working there for 11 years now. I’d love to be working extra days at Kmart. Then when I do have a family, as a father I can earn just a little bit more money so I can provide for my children.

In the future, I’d love to get my security licence, so that I can actually become an actual security guard.

Audio Description: More customers enter Kmart and log in to the COVID app with their phones, under Luke’s watchful eye. On the other side of the desk a mother with her two children opens her bag for Luke and her young son shows him a long receipt. A stream of people pass by Luke all offering their receipts as he smiles and says a few words.

Luke holds a small communication device in his left hand, presses the blue talk button and speaks into it.

**Luke:** I’m extremely fit and every week I build up my strength and do weights at the gym, and I also regularly train in boxing and stick fighting. Keeping fit and building those skills is very important for my job, and of course the future work that I wanna do within security.

In a different scene, Luke is in a gym and dressed in black sports gear and blue boxing gloves. He is jabbing a punching bag held by his physio/trainer. In another area of the gym, he works a weights machine and then boxes again, this time punching into large pads held aloft by the physio.

Against a black board which has exercises written on there, he does stick fighting with his trainer who has the words Pilbara Physiotherapy on the back of her t-shirt.

With his physio pulling his wheelchair backwards Luke holds onto thick black ropes to pull a 50kg sled.

Switching back to Target, Luke chats with a young couple and their toddler who are wheeling their trolley out of the store. Luke smiles at them.

**Luke:** I like working and I like my job because I love to communicate with people and keep people safe.

End titles appear. The title says The Lives We Lead Worklife next to a logo of the outline of Western Australia in a pindan colour, with the blue and orange geode inside.

The next slide shows funders and partners:

Government of Western Australia, Department of Communities and says – The Lives We Lead has been funded by the Department of Communities, Disability Services through an NDIS Information, Linkages and Capacity Building (ILC) initiative.

Underneath are partner logos:

WAIS, Women with Disabilities WA Inc, EDAC PWDWA and YDAN