

## **Vietnamese Mother's Group: Transcript**

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***Adella Howard, Community Hub Leader, Holy Eucharist Catholic School***

Some of these women just needed someone to point them where to go. One person that would change their entire life and their perspective of being a refugee.

***Tricia Flanagan, National Manager, Multicultural Services Branch***

The department has a proud history of what it provides for multicultural Australians. One of the key features and services that we've provided for over 25 years is the Multicultural Service Officer programme.

***Roger Ferguson, Multicultural Service Officer, Department of Human Services***

A lot of my job in the community is doing out-servicing or outreach. I run presentations and information seminars. With the Vietnamese mothers' group we're doing a lot of good work with this school.

***Mother, Holy Eucharist Catholic School***

I am a single mother and I can't go to work. I've got a lot of questions that before I didn't understand.

***Adella Howard***

Roger was able to point them to what step they have to take. When the department comes here they've got their own interpreters. It's just easier because the parents get a one-on-one explanation in their own dialect.

***Tu Ngoc Bannan, Vietnamese Interpreter***

A lot of mothers, after the session, they feel more confident.

***Mother***

Today I can understand and I feel very good.

***Roger Ferguson***

Within the sessions we also run through the digital services that are available. I explain to them, they can access myGov and run through how the different services are linked together so they've got an ease of access. And there's an Express Plus Lite app in Vietnamese so that's a really good way for them to go through their different payments or report.

***Mother***

I think it's a very good idea because if we can go through the iPad, it's easier for everyone.

***Roger Ferguson***

There may be twenty people. That's twenty people that don't need to come in the office and go through their payments one by one. They also tell their family and friends, so they're educating people themselves.

***Adella Howard***

It's very helpful. We have very good feedback after every session.

***Mother***

It is a beautiful country and the government helps people a lot. Thank you.

***Text***

Find out more: [humanservices.gov.au/multicultural](https://humanservices.gov.au/multicultural)

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