

## Geelong Settlement Meeting at Diversitat: Transcript

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**Maureen O'Keeffe**

**Settlement and Community Program Manager, Diversitat**

So the Geelong Settlement meeting was set up over ten years ago.

**Kaled Ajaj**

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

It is an opportunity for the department to talk to representatives from the Geelong City Council, Diversitat, Geelong Ethnic community, Police, Department of Social Services, so a lot of other agencies that we share the same mutual clients with.

**Lee Fitzroy**

**Settlement Services Team Leader, Diversitat**

Many of the challenges our clients face are similar to anyone, you or I, if we settled in a new place. There's cultural differences, there's sometimes experiences of isolation, and loneliness, finding housing and work, having their qualifications recognised.

**Maureen O'Keeffe**

The role of the Settlement Committee, then, is to come together and share information about programs and activities and services that can help them.

The Department of Human Services has been represented on the committee for many, many years and they have a very active role in informing us of any changes in particular that would affect our clients.

**Kaled Ajaj**

It is important to represent the department on our side to give information updates. Spreading the word a lot quicker to raise communities' and agencies' awareness.

Important information is available on Information In Your Language and I go through promoting the videos and YouTube. We have Facebook, we have Twitter and people can subscribe to get up-to-date and relevant information.

**Lee Fitzroy**

Because he's so committed to people understanding what the department's able to offer them, he's able to talk them through the process, he's able to assist them with applying, he's able to show them how to navigate the website.

It's really important that he's there and he's so helpful.

**Meril Perera**

**Community Development Worker, Diversitat**

The clients who deal with our team and the rest of the agencies, end of the day, they will get the benefits out of this meeting.

**Kaled Ajaj**

We are out in the community but we look at the Front of House as our priority and that's what we do with the digital services.

We keep talking about it, and that's important that community agencies will be able to support their customers to have access to the department in all means.

**Text**

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

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