

Di Hong Lam MSO Profile – Transcript

[Start of transcript]

My name is Di Hong Lam and I am working as a Multicultural Service Officer.

I arrived in Australia as one of the first boat people or refugees.

Difficult at the beginning because I didn't speak any English.

Refugees, when they first arrive, a lot of them are going through torture, and trauma and the way that I've been growing up, I always hope for a better future.

Altogether I've been with the department for thirty-four years.

The radio that I'm going on, the SBS Cantonese, they have something around thirty, forty-thousand listeners on the daily.

(in Cantonese) 'Tax time has just started, so make sure to do your tax return if you need to...'

I think it's a useful way to give out information to our Chinese-speaking customers.

It's very important that we employ bilingual officers who can speak in the customer's language.

I love my job because I'm able to make some difference to people's lives, even if it's small, and I'm always grateful for the opportunity.

[End of transcript]