

## Introducing Multicultural Service Officers (MSOs) – Transcript

---

[Start of transcript]

(All Staff featured are MSOs)

Roger Ferguson

A Multicultural Service Officer does lots of different things.

Gianna Vorrasi

Every day is very different.

Julian Jeyakumar

Basically we are the face of the Department of Human Services in the community.

Divesh Narayan

I basically promote digital services by going out to community organisations.

Kaled Ajaj

Give them the information in their own languages, we're using interpreters.

Sreta Mrkic

Help organise events, do information sessions, do training.

Victoria Dias

It's for the whole community.

Cuc Lam

I think that as an MSO that you always have an open heart.

Gemechu Dembali

Ask the person how you can assist them or how you can engage with them.

Kaled Ajaj

Every person that comes in and says 'Thank you, you've actually made a big difference in my settlement, I did not have anything in the past. Now my children are educated, we have payment, we have a place that we live in'. So we are part of every single thing in their life. I love my role.

[End of transcript]