

Kaled Ajaj Profile – Transcript

[Start of transcript]

I'm a Multicultural Service Officer.

Coming to Australia from Eritrea, it's not an easy process for older generations.

In my own experience getting straight away to school, I started work straight away.

The hard thing was for parents and grandparents when they're getting phone calls at home.

The language barrier, perhaps also Mother missing friends.

It's not an easy transition for older people.

I love my job.

It's actually a job where you're building people, you're building societies, you're building a future for people.

So you are the first contact, maybe, with refugees and migrants.

You know, you could be the first person after they land in Australia they see.

Always when I go into orientation programs or when I see them just arriving, you always reflect back, not just on their experience, but you go back on your own experience.

How you've settled in Australia and why you became successful.

And if you do want to make that person feel the same, you'll have to do exactly the same how you got first hand when you settled.

[End of transcript]