

Digital Sessions for Service Providers: Transcript

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Di Hong Lam, Multicultural Service Officer, Department of Human Services

The purpose of the Digital event is so we can promote digital products, and we are having representatives from across government and community sectors.

Lucy Quartey, Indigenous Service Officer, Department of Human Services

Talking about services they themselves are consumers of but also that they assist other people to use.

Eva Sergis, Service Officer, Formerly Parramatta Service Centre

It's great to share knowledge, online services, the various digital apps.

Di Hong Lam

And I will go through the information in other languages.

Lee Daniels, Manager, Parramatta Service Centre

It's something that really makes a difference in what we do because it brings our staff on board to see the role that they play in Community.

Lucy Quartey

The feedback that we got from today's session was really positive. A lot of people requesting additional sessions which is great.

Lisa Galvin, Community Engagement Officer

Seeing the steps and how easy it actually was, they were gonna download things like the Medicare app themselves so then they could actually go back and show their customers how to use it.

Conscila Jerome, Case worker, Community Migrant Resource Centre

This session is a very valuable session for us. When we are working one-on-one we can explain to them how they can use their iPads, iPhones and computers to find information.

Ada Ly, Migrant Education Program Manager, Australian Taxation Office

When I go out to do tax presentations, when they do have any questions regarding the Department of Human Services, I can actually guide them to download the apps and that can help their clients more easily.

Kim-Maree Forner, Program Manager, Department of Human Services

They can help us spread the news if they get enquiries at that particular agency so it does help the swing of the door in our Service Centres absolutely immensely.

Lee Daniels

Most of the service organisations that are coming here today aspire to help the most vulnerable. It gives us an opportunity to connect and say 'we're like you', we're trying to make a difference in this world.

Text

Find out more: humanservices.gov.au/multicultural

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