

Roger Ferguson Profile: Transcript

[Start of transcript]

I was born in Melbourne.

I went to a normal sort of high school, lots of different friends, friends from Italian, Chinese backgrounds.

I went to University and then got a job at Centrelink when I was about twenty-two, twenty-three.

A Multicultural Service Officer does lots of different things.

Our role is kind of like bridging the gap between the massive organisation and the ground-level stuff, the grassroots.

Because quite often there's a lot of challenges, not just literacy and understanding English, but there's a lot of challenges that have gone before them in their lives.

So it's about overcoming those challenges for them.

We do an abundance of outreach into different community centres like education, the schools and also when I'm doing a seminar.

So they'll come and speak to me after the seminar, quite often raise their personal problems and I book them an appointment in the office and we'll run through how we can help them in more detail then.

Probably the most rewarding part of the job is helping people, making a difference in their life.

Getting that positive journey in their life is a massive change for them and that's really rewarding for me.

[End of transcript]