

Culture is Key Transcript

[Start of transcript]

Jenny Moorhead (Customer Service Officer)

I am proud to be Indigenous because it is a culture like no other.

Title: Culture is Key

Jenny

The Indigenous history, as ugly as it was, it's happened.

And knowing that, what they went through, everything they're going through and are still going through today, to have that at the back of your head helps you serve that customer better, I guess.

Self service gives me a lot of satisfaction 'cos I can actually sit down and explain to the customer how much they can actually do for themselves, how much they can save time.

It's here to actually give the power back to you.

I think it'll be really helpful to have more Indigenous people as staff because they actually understand the cultural differences.

Having people who know the culture and know the people.

Somebody who can speak, not just the language, but speak to that person.

I think that would help a lot.

[End of transcript]