

Transcript: Translating payments and services

Narrator

It's a sunny Tuesday morning in Auburn in Sydney's western suburbs. Senior women from the local Turkish community are gathering at the Turkish Welfare Association, just up the road from the local mosque.

(Background chatter)

Narrator

It's a great opportunity to catch up with friends and grab a bite from the delicious spread the ladies have organised. But this is much more than just a social catch-up.

(Julian gives presentation in the background)

Narrator

This is an information session on the latest changes to Centrelink's services.

Julian Jeyakumar (Multicultural Services Officer)

Auburn is a very diverse area and there's a lot of communities in this area and people, they talk among themselves and they get the wrong information from other people. So that's why it's very important to have this kind of session, so that, you know, they all get the correct version of what's happening or what are the changes.

The local community groups, they have associations like the Turkish Welfare Association: Arabic community have their own one, the Sudanese community have their own one. And we work closely with those case workers who work in those organisations. So when there is something, change, happening, they always sit with us and ask, you know, what are the changes happening, and they'll say, you know, can you provide an information session on how it's going to impact on these customers.

Narrator

The department's multicultural services team has had a very long relationship with the Turkish Welfare Association.

Emine Turkmen (Auburn Diversity Services)

My name is Emine Turkmen, I am an ageing and disability worker. I work for Auburn Diversity Services Incorporated, and we do partnerships with Turkish Welfare Association.

(Emine gives presentation in the background)

Emine Turkmen

Turkish Welfare Association has been established for many, many years, and is providing lots of support and services to the Turkish community and people in need.

(Julian gives presentation in the background)

Emine Turkmen

We always contact Department of Human Services to organise a seminar, or information sessions about Centrelink payments. This session is very popular, and the community is very interested because there are always questions about new changes with the Centrelink payments, and we organise these sessions at least twice a year.

Julian Jeyakumar

On average, I do around about two sessions a week. But sometimes, more than that as well. Because during the budget times, if there is any changes in the budget initiative, something like that, then sometimes we run 3-4 sessions as well.

Narrator

The feedback to Julian's presentation is really positive.

Asuman Senel

It was great, it's really good. So much different information was given to the community. Some of the information given was not known by the community, even including myself.

Talat Ozbek: (interpreting in English)

Very useful. Very helpful.

Aykel Kocataskin:

Yeah.

Narrator

Translator Talat is able to provide an insider's knowledge when answering questions from the audience.

Talat Ozbek (Interpreter)

I work in Auburn centre for 15 years as a customer service officer, so I know most of the stuff. So it's easier for me to translate. When we give the seminar here, we will always give telephone numbers of interpreting services to get information, what they need.

Narrator

Multicultural Service Officers like Julian have an important and ongoing role keeping the diverse communities living in Auburn and surrounding suburbs up-to-date with services that the Department of Human Services offer.