



Australian Government
Department of Human Services



Multiculturalism: Our Stories

Using storytelling to change hearts and minds

Presented by Rocio Perri

22 November 2017



Overview of our department



centrelink

medicare

child support



Our payments and services

700 million DIGITAL AND ONLINE TRANSACTIONS



19 million VISITS TO SHOPFRONTS



349 SERVICE CENTRES

Over **81 million** ONLINE NOTIFICATIONS sent



53 million MOBILE APP transactions



34,037 WORKFORCE

Over **\$174 billion** in PAYMENTS



52 million PHONE CALLS



Why is cultural capability important?

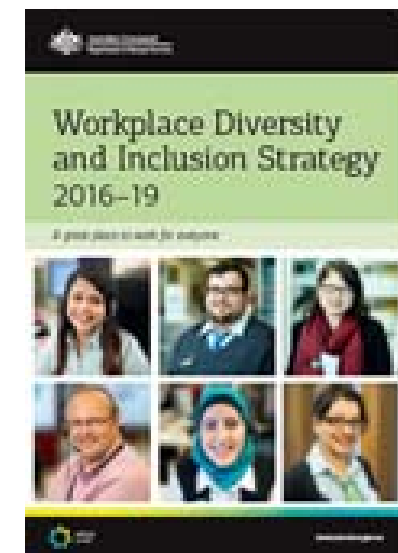
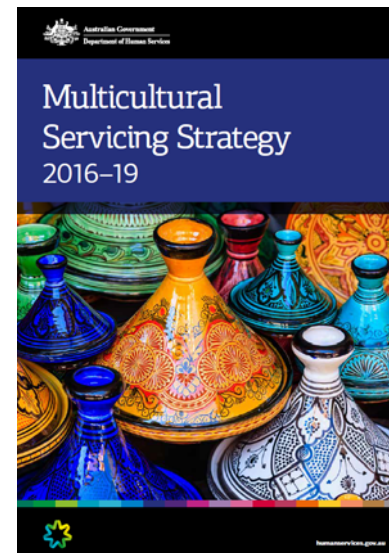
Our customers



Our people



Our strategy

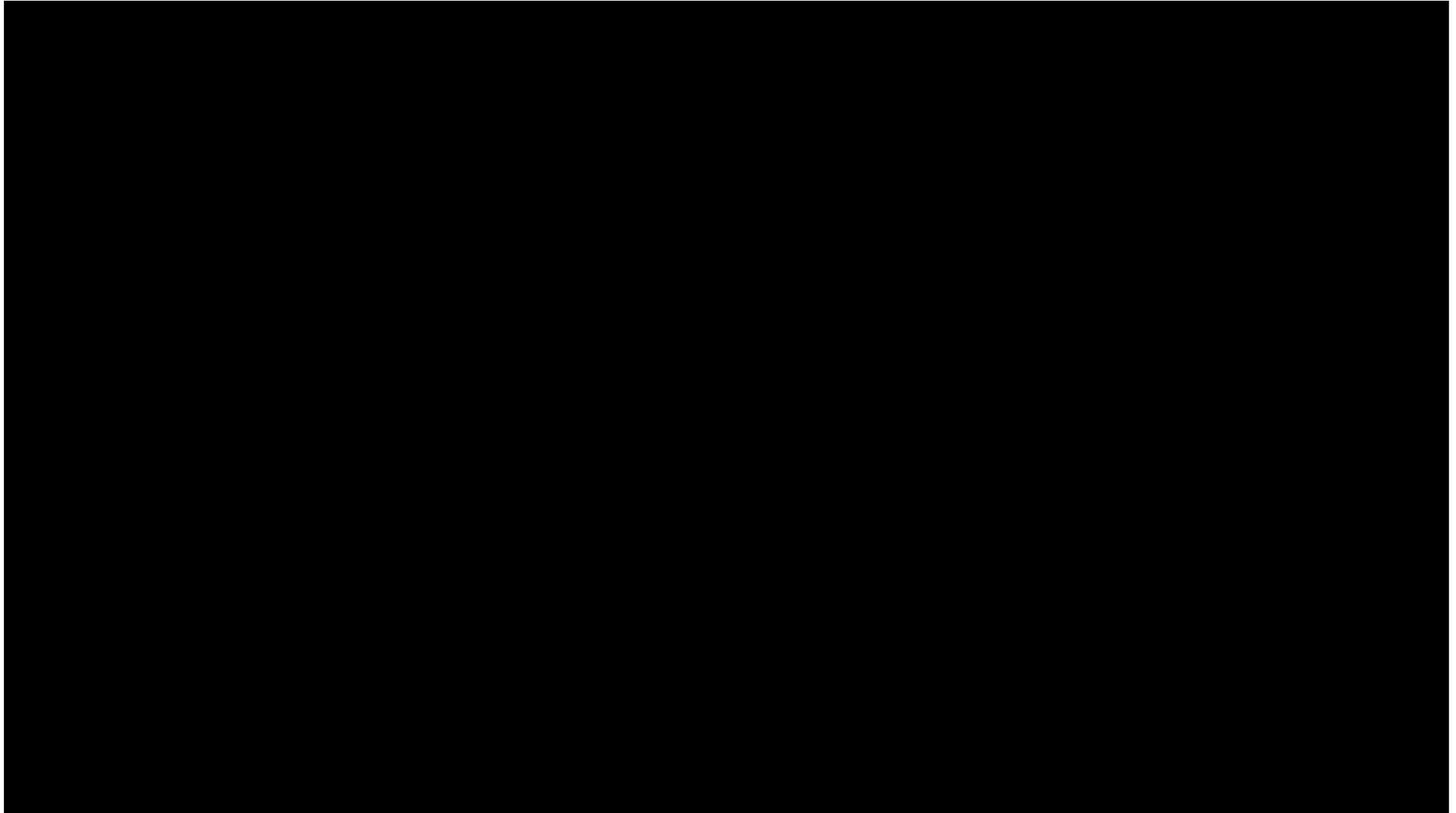


Multiculturalism: Our Stories

‘It isn’t training –
it is a conversation, a conversation in a
safe space’.



Multiculturalism: Our Stories in action



Storytelling

Many stories matter. Stories have been used to dispossess and to malign. But stories can also be used to empower, and to humanize. Stories can break the dignity of a people. But stories can also repair that broken dignity.

- Chimamanda
Ngozi Adichie

Source: TED, Image by Finality2010
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Community guest speakers



Maha talked at Springvale M:OS about her experience of joining the Victoria Police and being involved in the design of the uniform for female Muslim officers, 20 July



Participants at Salisbury M:OS were captivated by Congolese refugee Seraphine's story, 24 Aug

Challenges

1. Difficult conversations
2. Existing values and attitudes
3. Departmental and community support



What our participants are telling us...

“This should be compulsory training for all staff. The presentation by facilitators and guest speakers was invaluable in helping staff understand our vulnerable customers”
(Brisbane 3/7)

“This was much better than any of the cultural awareness training I have done over the years, and much more thought provoking. I would like to see the session run for a full day. This was also one of the best courses I have attended, and with over 20 years in Centrelink, that is saying something. Perhaps it should be compulsory for all staff. Thank you”
(Canberra 26/6)

“This was one of the best training sessions I have undertaken. Not only was I engaged the entire session, but I found myself questioning my bias. Whilst I felt that I treated all equally I was shocked to find that I had an unconscious bias. This training opened my mind and thoughts to my unconscious behaviours and was extremely valuable in my learning - not only for work. Thank you for an extremely powerful training session”
(Bentleigh 16/3)

Evaluation and next steps

Evaluation –
Partnership with
Australian
National
University
(ANU)

95% of service
delivery staff to
complete
program by
2019


Implementation
of Multicultural
Awareness
Capability
Framework

Thank you

Contact:

Rocio Perri

multicultural.training@humanservices.gov.au



Mojdeh, an Iranian-Indian, shared her story at the Bathurst session of having to seek asylum twice before resettling in Australia