# Kadir Karakoc

Merhaba, which means hello in Turkish. I am Kadir. I work for Centrelink International Services, for 12 years. I’m also a Turkish language assistant and I also facilitate Multiculturalism: Our Stories for the Zone Tasmania.

When I first started, International Services I felt like I was at home, in Turkey because when I was growing up all my friends are from different ethnic backgrounds, Kurds, Armenian, Jews and when I came to International Services, all my colleagues have different backgrounds like Greeks, Italians and different European countries and South Americans as well, so that make me feel like I’m at home.

What I believe is, I believe everyone has endless experiences and stories. So, my skills and experience in Turkey I build up. It give the opportunity to me, I can use my skill and knowledge in this department. So, it make it better delivery for the outcome.

Whenever I want to do different tasks or different work experience within the department and when I approached my team leaders and the managers, they always supported me. For example, I want to work, experience in remote servicing. So, I went to Central Remote Servicing Team in Alice Springs. So I went to all those Indigenous communities and I work for the department, so that was quite a privilege for me.

Australia has one of the most culturally and linguistically diverse population in the world. So if we can understand the diversity and different cultural backgrounds, then we can do more efficient customer service delivery.

That makes us actually feel you are welcomed, feeling comfortable and that feeling reflects on your work and in the large picture it reflects onto how the service delivery done.