# National Graduate Program

## Rasika

## Rasika: My name is Rasika, I work for Services Australia and I was a part of the National Graduate Program. I was really excited when I found out I had a position with the National Graduate Program. I was really excited to jump in and support the welfare of Australians through this agency.

## Brisbane’s my home. It’s where I've always lived. It's where I grew up and it was really important for me to be able to stay in Brisbane, close to my family.

## Background: I’d just like to welcome everyone as they take their seats.

## Rasika: I was in a cohort of about 120 graduates and it's really nice to have other people who are going through what you're going through at the same time, because you all start on the same day and you're in group chats together and you get to meet each other at different graduate events.

## I studied Psychology at uni, specifically Organisational Psychology which is people in the workplace. I started in the People Support National Triage Team within Services Australia, so we were looking after our frontline managers and supporting them as they had any questions about anything on how best they can support their staff.

## It’s so important to have support when you're not just a graduate but a new person coming into anything. It makes such a difference to know that there are people who want to see you succeed in what you do and want to help you along the way to get there as well.

## So I'm currently a part of the National Graduate Team, so I'm looking after the next cohort of graduates that have just recently started. I’m absolutely loving working in the grad team. I love to be able to use my experience that I had throughout the year to then support this next cohort and bring anything that I may have struggled with, or I really enjoyed.

## I'm really grateful to the person who told me to join this program and apply for it. It has changed my life for the best and I'm really looking forward to what's to come in Services Australia.

## Lachlan

## My name is Lachlan. I was part of the National Graduate Program.

I heard about the program by searching online. As part of a university student life, you’ve got to look towards your next career. I saw Services Australia as a broad landscape where there's so many opportunities and experiences for me to have.

I've seen firsthand how much Services Australia can help the community, including myself, with things like Medicare, Centrelink, Child Support. I see it as essential to the Australian public system. I wanted to be part of that. I wanted to help.

I was a bit nervous. I think starting any position you'll always be nervous, but the people at Services Australia, throughout all my different areas where I've been, have been quite supportive, helpful and welcoming.

At the moment I'm in the Cabinet Strategy Branch as a Strategic Policy Officer and we help give expertise to the executive, whether it's on matters of Cabinet or Parliament. We will help support our areas to be able to connect with ministers and Cabinet.

I’ve learnt project management, I've learnt leadership, I've learnt strategic analysis, all different sorts of things and this grad program has definitely given me all the opportunities to do that.

I've grown as a person but that's been through the support of the people around me, the new community that I've come to know in Canberra. Already I can see so many different areas that I could possibly work in and improve myself.

Apply for the program, see how many opportunities there are, because Services Australia is a massive, massive organisation and there is a spot for everyone.

## Henry

So my name's Henry and I joined the National Graduate Program last year after moving down from Brisbane and I now live in Canberra.

I've worked for Services Australia for about 7 years before the grad program and whilst the work was rewarding, I was looking to move on to something bigger and better.

When I heard about the grad program it just seemed natural to then want to progress to that. Being invited to come to Canberra as well was huge, like I do miss Brisbane, but I wasn't going to say no to an opportunity like this.

Everyone's so supportive of the grads upon joining the program. If you take it upon yourself to get to know everyone and branch out and meet people, it can really be a positive experience.

There was an offer to do the Community OutReach Experience, which was basically me working ten weeks in Darwin visiting remote communities, remote Indigenous communities, which was incredible.

We would go and visit our remote servicing centres, primarily Centrelink processing work. Sometimes they don't see government workers for three, four months and it can be quite hard in those rural areas accessing critical services.

It's the kind of thing that is only offered through the grad program. Before the grad program, I wasn't quite sure where I was going to go, but this has really opened my eyes to the possibilities in government.

Now I'm in a stronger, like leadership role. It's exciting to see future prospects of where I can move on and where I can grow.

It's definitely exciting to be involved in.

I think that's a good future ahead, hopefully. Fingers crossed.

Yeah, I'm excited for it though.

## Lucy

## So my name's Lucy and I work at Services Australia and I was a part of the National Graduate Program.

So I studied International Relations and Language. I finished uni and I wasn't 100 percent such what I wanted to do. I was looking for a job, looking at lots of different graduate programs. I think I just saw it as like a stepping stone and a great place to start.

So I work in the International Engagement team, which sounds very niche, but a lot of departments and agencies have one and it's just a really important space to engage internationally with other governments and other countries.

We host delegations so government officials will come and they'll be interested in our services, especially myGov or service centres.

People love myGov. Because people come over from overseas.

They ask lots of questions and they learn a lot, but also we learn from them, which I think is the really important part. It's all in the knowledge-sharing. It's kind of fun to say that I'm using my degree in the work that I do.

As a graduate, I guess you go in, you really don't know much about the public service at all. You need to ask people questions. A lot of people are really helpful, but they're really busy. So if you approach people, they're going to answer your questions, they're going to sit with you. But often it's that first approach of, ‘oh, I need help, please help me’.

And I guess we just have to chase it up. There's like a few things.

I feel like a different person to a year ago. I feel more confident. I feel a lot more willing to approach people. So yeah, and I think in a lot of ways, I've come a long way.