

|  |
| --- |
| 2023 Social Housing Volunteer Awards  Frances Penington winner  Ana Rufatt Ruiz |
| Video transcript |
|  |

# Transcript

[The video starts with jazz music and shows images of Ana in her lounge room]

Ana:

[Image of Ana sitting on a couch in her loungeroom]

My name is Ana Rufatt-Ruiz

I grew up in South America

I'm from Chile.

I came here to Australia with my family about, over 50 years ago.

At the time, I had a little boy, 18 months old and also, I was pregnant eight months.

I didn't see much help. We didn't have interpreters.

We didn't have social workers

It was so, so hard to communicate when I came and I remember I used to cry and cry every day when I speak to my father on the phone.

He said “Don't worry.

You have to be strong.

You have to be strong.

You will do it.”

My father came from a very poor family.

He used to fight boxing, and he used to collect money.

And that money went to donations

The donations helping children, helping the community.

That’s when I said I'm very proud that I follow my father's way of living and the way he educated me to respect, love and be transparent.

He was my idol and my everything.

[Image with Ana pushing trolley and another worker helping her load the food onto trolley, then moves between this image and back to Ana in her lounge]

This is how I start helping people.

I started cooking, doing, cooking here.

and go around with my trolley.

I remember once I put some bottle of water, and I start cooking and giving food to the poor

Once I say my wishes are coming true, make me feel so proud and happy to see the smiles on their faces and hugging me.

[Image of the community room with Ana and the tenant group preparing food, with images sporadically returning to Ana in her lounge)

Once I say my wishes are coming true, make me feel so proud and happy to see the smiles on their faces and hugging me.

Doesn’t matter who it is.

They hugged me and they thanked me.

That made me feel so happy and, it’s really no words to see their happiness.

The way you feel, doing something good for the community.

I was very, very humbled to be recognised again for the job I do

[Image showing Ana cooking lasagna in the community kitchen, serving it up and the image returns to Ana in her lounge room]

There's so many different people in different need, different cases.

The friendship I have with them over the years has been part of that because they said,

“Ana what you do is amazing”

I wish one person in a day help others.

This world would be different.

I'm proud and humbled to receive whatever I have

[Ends with an image of the Victorian government logo]

[End transcript]

|  |
| --- |
| To receive this document in another format, phone 8633 4357, using the National Relay Service 13 36 77 if required, or email or [email Housing Business Operations](mailto:housingbusiness.operations@dffh.vic.gov.au)  <Housingbusiness.operations@dffh.vic.gov.au>  Authorised and published by the Victorian Government, 1 Treasury Place, Melbourne.  © State of Victoria, Australia, Department of Families, Fairness and Housing, November 2024 |