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| Client Voice |
| Video transcript |

[Opening title card: Victoria State Government]

[Instrumental music begins as narrators walk one-by-one on to the screen towards an empty stool. Instrumental music continues in the background of the entire video]

[Onscreen, female narrator ONE walks on]

[Onscreen, male narrator FIVE walks on]

[Onscreen, female narrator THREE sits on the stool]

[Onscreen male narrator THREE sits on the stool]

[Onscreen male narrator ONE sitting on the stool]

[Onscreen female narrator TWO. Female narrator TWO walks off screen]

[Second title card: ‘Why should clients have a say in community services?]

[Onscreen, female narrator ONE]

Female narrator ONE: It is really important to be able to have the voice of the people using services so then they can be tailored towards what they actually need.

[Onscreen, female narrator TWO]

Female narrator TWO: So that we’re…we’re having input into services that have an impact on our lives.

[Onscreen, female narrator THREE]

Female narrator THREE: A long time ago a saying was coined which was “nothing about us without us”. Being involved in the way the services are planned and delivered means that you end up getting something that actually suits you.

[Onscreen, male narrator ONE]

Male narrator ONE: By understanding the lived experience, you can best apply policy and programs for people who receive those services.

[Onscreen, male narrator TWO]

Male narrator TWO: It’s absolutely fundamental to how we take a much stronger client/user perspective in the way that we design and deliver services and supports for people that use it.

[Third title card: ‘What is the client voice?’]

[Onscreen, female narrator THREE]

Female narrator THREE: The client voice is the experience and perspectives of people who are actually using a service.

[Onscreen, male narrator THREE]

Male narrator THREE: The feedback provided by participants or people who receive services.

[Onscreen, female narrator FOUR]

Female narrator FOUR: The client expressing their wishes, their feelings, their wants. Having an opportunity to be empowered.

[Onscreen, female narrator TWO]

Female narrator TWO: It could be on policy issues. It could be on service delivery issues.

[Onscreen, male narrator FOUR]

Male narrator FOUR: To have a say in how they’re designed and implemented.

[Onscreen, male narrator FIVE]

Male narrator FIVE: They have the right to have their voice heard.

[Onscreen, female narrator ONE]

Female narrator ONE: To see what worked, what didn’t work and where improvements could be made.

[Fourth title card: ‘How do you feel when your voice isn’t heard?’

[Onscreen, female narrator TWO]

Female narrator two: It feels like, that we are not important and we’ve got no control over our lives.

[Onscreen, male narrator THREE]

Male narrator THREE: You feel like you don’t matter but also you feel like perhaps you shouldn’t have mentioned anything.

[Onscreen, female narrator ONE]

Female narrator ONE: Continually having to ask someone to just listen to me can be really deflating.

[Onscreen, male narrator FIVE]

Male narrator FIVE: I feel frustrated cause, ah with an intellectual disability we’re normally the ones who get left out. Just because we’ve got a disability, doesn’t mean we don’t have smart ideas.

[Onscreen, female narrator TWO]

Female narrator TWO: On the other side when our voices are heard, we feel empowered, we feel like we’re working on a win-win situation.

[Onscreen, female narrator THREE]

Female narrator THREE: To know that someone is saying I get you, I hear you, I understand what it’s like to be you, I think there’s nothing more powerful.

[Onscreen, male narrator TWO]

Male narrator TWO: There’s a fair amount of excitement across our workforce for how we take a much more user-centred approach in terms of the work that we do.

[Onscreen, male narrator FOUR]

Male narrator FOUR: It’s about that genuine listening to the clients and what they have to say rather than that faux-consultation process.

[Fifth title card: ‘Why change?’]

[Onscreen male narrator ONE]

Male narrator ONE: Because there’s been failings in the past

[Onscreen male narrator THREE]

Male narrator THREE: Often I find that services that I go to, where I’m a part of, don’t want feedback because it means change or it means that people are being critical, and they don’t like that. The lesson there is that that can provide area for improvement that they can work with.

[Onscreen, female narrator FOUR]

Female narrator FOUR: So if we’re not listening, we’re not going to be solving problems.

[Onscreen, male narrator TWO]

Male narrator TWO: I think the onus is on all of us to take that responsibility seriously and to incorporate the, the voice of our clients in everything we do.

[Onscreen, male narrator TWO leaves stool]

[[Onscreen, female narrator FOUR leaves stool]

[Onscreen, male narrator FOUR walks off screen]

[Closing title card: ’Victoria State Government’]

[Second closing title card: Authorised by the Department of Health & Human Services. 50 Lonsdale Street, Melbourne]

To receive this publication in an accessible format [email the Community Services Quality and Safety Office](mailto:csqso@dhhs.vic.gov.au) <csqso@dhhs.vic.gov.au>

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