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| Building trust, Seeking stability |
| Video transcript |

[introductory music]

[Victoria Government logo]

[Story book lying on table heading: This is a story of Good Practice. Story 3 – Building trust, seeking stability]

[Practitioner speaking direct to camera]

[On screen text:

Jessica Waldon

Child Protection Practitioner

Department of Health and Human services]

[On screen text: Young persons views and wishes are taken into account]

Jessica Waldon: It's really important for this young person, and any young person that we work with, that their views and wishes are taken into account.

[On screen text: Form the basis of our decisions]

Jessica Waldon: Particularly, you know, being a teenager and being old enough to sort of express their views and wishes, for that to then sort of form the basis of our decisions. When I first was allocated this young person's case, she was probably a little bit nervous to meet me, because I was obviously her new allocated worker, so I'd be working with her long term. But yeah, I was really excited to meet her. From what I'd read and from what the previous worker had said, she was probably more open than I expected for in terms of what she'd been through. Yeah, she was very willing to chat and to talk to me about sort of what things were going on for her at that point and where she was and where she wanted to be.

[On screen text: My relationship with the young person has really evolved]

Jessica Waldon: My relationship with the young person's really evolved since that first meeting. We do regular catch ups every couple of weeks, so I'll pick her up for school and take her up for a milkshake and chat about what's going on in her life and what support she needs and what her views and wishes are.

[On screen text: Young person now has more stability and certainty]

Jessica Waldon: I think the young person now has more stability and certainty and I think she's more trusting that, you know, if she asks that I'm going to do something, that I'll sort of follow through with that. She should be very proud of what she's achieved. She's a very strong young individual and I think she's got a really, really bright future ahead of her.

[Story book pages turning onto new chapter. Title: Molly and her mum tell us what made a difference for them]

[Animation: Mum on the phone]

Young person’s mother VO: Jessica has been fabulous. When she has her visits with my daughter, she calls me and tells me what went on.

[Animation: Young person sitting and talking to friend]

Young person’s mother VO: My daughter's been a lot happier since she's been with Jess and I appreciate Jess for what she has done. She appreciates me and asks me if there's anything that my daughter needs.

[Animation: Young person talking to practitioner]

Young person VO: It was good when I met her, when I was talking to her, she said she was going to stay around longer, which is good because sometimes they just leave after a few months.

[Animation: Young person talking to practitioner and drinking milkshakes]

Young person VO: There's nothing that I don't like. She usually sees me often, every two weeks or something. We usually just get smoothies and just talk about stuff. She tries her hardest to help me. She does listen.

[Animation: Mother talking to practitioner]

Young person VO: I know that Jess lets Mom know everything that's going on. I don't think that anyone else did that. I know that Mom really likes Jess and so does my carer.

[Animation: young person talking to practitioner]

Young person VO: She's the favourite out of anyone that I've had.

[Music fades out]

[Victorian Government logo]

[On screen text:

Authorised by the Department of Health & Human Services

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