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| Listening to Young People at Secure Welfare |
| Video transcript |

[introductory music]

[Victoria Government logo]

[Story book lying on table heading: This is a story of Good Practice. Story 2 – Listening to young people at Secure Welfare]

[Practitioner speaking direct to camera]

[On screen text:

Sue Mansell

Team Leader, Secure Welfare

Department of Health and Human services]

Sue Mansell: We provide a short-term, secured accommodation for young people who are at substantial risk and harm out in the community and to themselves.

[On screen text: We provide a safe place]

Sue Mansell: We work quite closely with Child Protection to provide a safe place whilst they're in Secure and planning for when they exit Secure, so they're safe, with a safety plan.

[On screen text:

Ziad Alashkar

Senior Direct Care Worker, Secure Welfare

Department of Health and Human services]

Ziad Alashkar: We're all passionate about what we do. We're listening to our clients.

[On screen text: Make their stay as comfortable as possible]

Ziad Alashkar: We're trying to make their stay as comfortable as possible and trying to help them get through their short stay in Secure Welfare and make some change along the way.

[On screen text: Exit surveys help provide a better service for the young person]

Sue Mansell: The Exit Survey is basically is a way to come up with how we could provide a better service for the young person.

Ziad Alashkar: We get clients to complete the surveys before they exit Secure Welfare. The feedback that comes back from the surveys is taken on board and acted on.

[On screen text: Making it a better experience]

Ziad Alashkar: It's helping us improve our services and also making it a better experience for young people who come into Secure Welfare. Most of the time it's not a good time in a young person's life when the come into Secure Welfare, so they're in crisis and very emotional and have very complex issues. And it's about us trying to make them feel as comfortable as we can.

[On screen text: Observing and Communicating]

Sue Mansell: So Secure and Sure, young people are safe by observing and communicating with them, spending time with them. They take it on board, it might not be action straight away, but then you see the results later in life where they call and you see that that's impacted post 18.

[On screen text: Secure Welfare saves a lot of lives]

Ziad Alashkar: I honestly do believe that Secure Welfare actually saves a lot of lives as well, because these kids are actually putting themselves in a huge amount of risk and they need some containment and some help and someone to push the, give them some guidance to move forward.

Sue Mansell: We work in such a complex environment. It's not an easy job, but you know what, it's very rewarding.

[Story book pages turning onto new chapter. Title: Exit Surveys – What are young people saying?

[Animation: Teddy bear and sports equipment]

Young Person VO: Flannelette sheets and teddys.

Young Person VO: I'd more sports and gym equipment.

Young Person VO: TV too small.

[Animation: Practitioners standing in front of house with secure title waving]

Young Person VO: I've been to Secure many times and each time I come and go, it helps me improve my state on the outside.

Young Person VO: I think Secure Welfare is like a second home and family to me.

[Animation: Practitioner talking to young person]

Young Person VO: The staff were amazing. They made me feel comfortable and safe at Secure Welfare.

Young Person VO: But I feel like my stay here really made me feel like I've bettered myself. And I really think I've improved myself.

Young Person VO: Thank you Secure staff. P.S. Sarah is the best.

[Animation: Practitioners standing smiling]

Young Person VO: Beautiful staff. Best team of staff. That's what makes this place special. They are caring and genuine.

[Animation: Practitioners standing smiling]

Young Person VO: Thank you to all the staff that helped me. Much respect.

[Music fades out]

[Victorian Government logo]

[On screen text:

Authorised by the Department of Health & Human Services

50 Lonsdale Street, Melbourne]

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