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| Windermere Co-creating Success |
| Video transcript |

[introductory music]

[Victoria Government logo]

[Story book lying on table heading: This is a story of Good Practice. Story 5 – Windermere co – creating success]

[Practitioner speaking direct to camera]

[On screen text:

Linda Searby

Family Services Worker, Integrated Family Services

Windermere]

**Linda**: The young person that we're talking about today is 14 years old. The young person has an illness called type one diabetes.

[On screen text: Young Personal has Diabetes]

When the referral came through, it was clear that there was a lot of support services in place for the young person around his health, but he wasn't actually engaging with any of them.

[Full screen text: Support Services in Place]

[Practitioner speaking direct to camera]

He was also finding it really difficult to get up for school. He didn't want to go to school. He was over-tired. That meant really looking at the whole situation and finding out what was actually going on in the house.

[On screen text: My Challenge was to be creative]

One of my challenges was to have to try and be creative, I suppose, to find a way to hear what was really going on for him.

[Full screen text: Working Collaboratively]

[Practitioner speaking direct to camera]

My approach is working collaboratively with them to find out what they need and what they want and what has worked in the past, but also what hasn't worked in the past, and then working collaboratively to find a way forward.

[On screen text: Work Collaboratively to find a way forward]

With this family, one of the other challenges that I had was that the youth is extremely shy. The mom was the person that I could go through to hear the young person's voice. And then, the biggest challenge that we had was trying to find suitable housing and accommodation for them.

[On screen text: Biggest Challenge was to find suitable housing]

So there was 12 people living in a there-bedroom home with one bathroom. It was actually a process of trying to find out how we could create space so that the young person had his own bed, had a desk, had somewhere to keep his insulin and his diabetes equipment, and then the challenge of trying to find an organisation or an agency that was able to facilitate that process.

[On screen text: Process of finding out how to create space]

Kids Undercover is an organisation that provides housing in situations where other solutions can't be found, and it's generally portable bungalows, one or two veteran bungalows that are built in the backyard.

[On screen text: Kids under cover provides housing solutions]

They're in the process of building now and the site development is underway. That's been approved. They're just so relieved.

[Full screen text: Site Development Underway]

[Practitioner speaking direct to camera]

I see this young person being able to achieve anything he wants to do. He's now found a sense of confidence that he didn't have before. He feels like he really matters and he's got a voice. He is really excelling at school. He is now doing like more of a mentoring role and he's a really great role model. The school is really happy with them. He's getting up for school in the morning and this is before he's even got the bungalow. He just knows that it's coming and he knows that he's important.

[Story book pages turning onto new chapter. Title: Joseph’s Mum Carol on how things turned around for their family]

[Animation: family standing in storybook]

Young Person’s Mother VO: I'm a New Zealander. I'm a mother of 10 children, nine boys and one girl.

[Animation: Kid at table not eating cake looking sad]

Young Person’s Mother VO: Having a child with an illness is really difficult when everyone else can eat whatever and he just can't.

[Animation: Mum and Dad at working, working on computers]

Young Person’s Mother VO: We were a single-income family, and now with the help of Linda, we are a two-income family.

[Animation: Practitioner on the phone.]

Young Person’s Mother VO: But I needed help and I reached out for help. And oh, my goodness, when I shared, you really listened

[Animation: Mum on the phone.]

Young Person’s Mother VO: And you'd listened to my story and you wanted to help my kids and you came with a holistic approach and you made it personable for us.

[Animation: Practitioner shaking hands with someone.]

Young Person’s Mother VO: Everyone else gave up on us. Yeah. So you were the first person to look at Kids Undercover for us. And you were the one who persisted with network meetings and you asked questions, and that's all it takes.

[Animation: Practitioner on the computer.]

Young Person’s Mother VO: So you explored, and you explored all of the avenues of where to go and what to do. And even if you didn't know, you were still willing to try, and you looked at all of those avenues that all those other people didn't even look at, weren't even willing to try.

[Animation: One larger house with a smaller house]

Young Person’s Mother VO: Oh, my goodness, my boy is going to have a room, and it's going to be his, and that's going to be huge.

[Animation: boy standing looking happy]

Young Person’s Mother VO: Being in a position with two jobs, we can reward him now. And yeah, he's been amazing. And he's been a delight lately.

[Animation: Mum on the phone. On screen text: You’re amazing, you’ve done great for us.]

Young Person’s Mother VO: There are no words to say how thankful we are.

[Animation: family standing in storybook]

Young Person’s Mother VO: And you look at my son today, the opportunity he's been given, the opportunity that my husband has been given, the opportunity for our whole family because you didn't look at what was on a piece of paper. You decided that you were going to get to know us first.

[Music fades out]

[Victorian Government logo]

[On screen text:

Authorised by the Department of Health & Human Services

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