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| Video transcript |
| Complex Needs Conference 2025 highlights  |
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# Transcript

**Karenza Louis-Smith**: This conference is a really important platform when it comes to talking about complex needs. I think it's really important when we bring different voices together and we've got 4 different streams here. We've got research, advocacy, we've got lived and living experience, as well as the people that are kind of delivering these services on the ground. And everyone has a different viewpoint, different learnings, different things to share because it's that richness and diversity that it brings to our conversations that together we can actually achieve far better outcomes.

**Eli Alexander**: For lived experience to be featured equally with the others is incredible.

**Vaughan Winther**: Because what we have in the community is we have many, many people experiencing social vulnerabilities.

**Argiri Alisandratos**: And we've got a responsibility for how we attend to those needs, how we assist, how we empower them.

**Vaughan Winther**: No one agency or government department can solve social vulnerability and complexity.

**Argiri Alisandratos**: You need a collective effort to be brought around. You need partnerships. And at the end of the day, if we don't get together, if we don't bring that strong collaborative and partnership approach, we fail the very people that rely on us.

**Vaughan Winther**: We all need to be able to come together and put a service around a person. The person actually seeking support shouldn't have to tell their story 3, 4, 5, 6 different times. We should have an integrated way of understanding and sharing information.

**Nathan Akoka**: See how can we both meet the needs of this kind of client given our own expertise of what our services do. Really thinking about the person as a whole rather than in a siloed, kind of individualised kind of way.

**Eli Alexander**: So that rather than having them return to the system again and again and again, unable to almost launch into a recovery and new independence, we can get it right the first time and support them to build long-term capacity.

**Karenza Louis-Smith**: I think an evidence base is really important. It helps us to shape policy and thinking.

**Argiri Alisandratos**: And the evidence also gives us a light for how we get the right solutions based on those challenges and problems that we identify.

**Vaughan Winther**: The outcome is what is critically important, not just from a perspective of an individual person, but an outcome around impact. Impact on the community, impact on change.

**Karenza Louis-Smith**: Big take away from me, and I've heard this from almost 700 delegates here. I've heard it time after time after time, is we need to do more of this. The energy, the passion, the commitment, the buzz in this place has been huge. People have been sharing ideas, connecting, reconnecting together. We can do so much more than we can individually.

**Eli Alexander**: Hearing from other people who are really passionate about seeing systemic change and looking at how that we can better address the needs of people presenting with complex issues.

**Vaughan Winther**: And to get 700 people here talking about that, it's a required and needed conversation. Government and community service sector have spoken. They've turned up to talk about what works in delivering services for people with complex needs.

# Video

<https://youtu.be/sTh_y6_GvtE>