




TRI-PEAKS

This event will begin shortly

Tri-Peaks Webinar: Voice of Client Framework



We acknowledge Aboriginal and Torres Strait Islander people as the Traditional owners of the land upon which we each meet. We pay our respect to Elders past, present and future.



TRI-PEAKS

Our guest speakers today

Moderator: Deb Tsorbaris, CEO, The Centre for Excellence in Child and Family Welfare

- Sarah Bendall, Director in the Community Services Quality and Safety Office, at the Department of Families, Fairness and Housing
- Matthew Zammit
- Neela Konara, DPV Health
- Kahani Motiani, Barwon Child Youth and Families

Tri-peaks webinar series 2021 Client voice framework

Sarah Bendall - Director, Quality Improvement and System Reform, DFFH

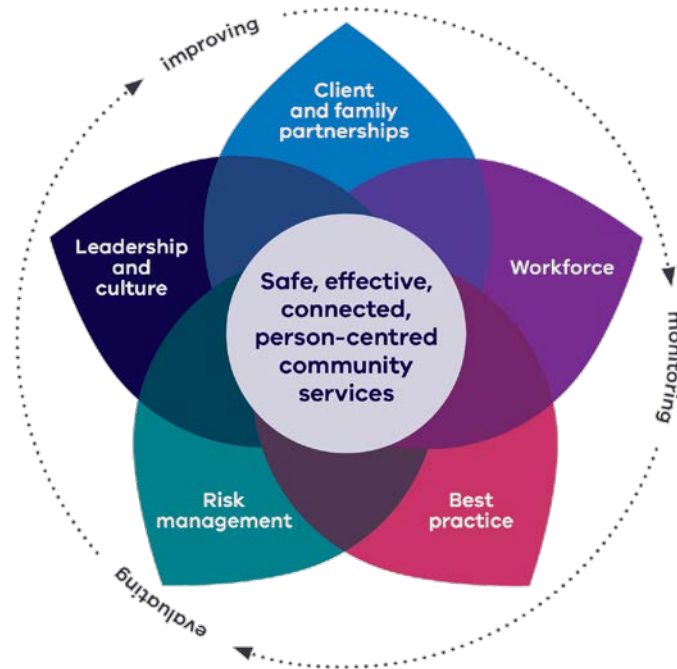
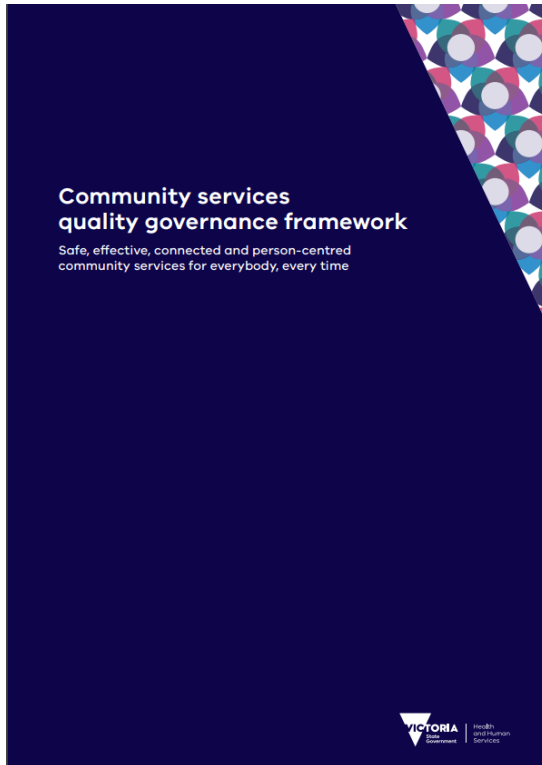
Matthew Zammit – Lived Experience Consultant and Quality Auditor

Neela Konara – DPV Health

Kahani Motiani – Barwon Child, Youth and Family

Client and family partnerships for safe, effective, connected and person-centred community services

(Community services quality governance framework, DHHS 2018)



CLIENT VOICE framework



WE are HERE to
CELEBRATE!
IT'S BEEN a LONG
TIME in the MAKING...



THIS is
JUST the
BEGINNING
... A NEW
WAY of WORKING
that MAKES an
IMPACT



EVERYONE
MUST **SEEK,**
LISTEN TO
ACTION ON CLIENT
V O I C E

BY CONSUMERS,
FOR CONSUMERS

★ ♥
THE CLIENT VOICE
MAKES SERVICES
BETTER & SAFER


☁
CLIENTS HAVE
EXPERIENCE &
KNOWLEDGE

👤 👤 👤 👤 👤
EVERYONE NEEDS
to LISTEN to the
CLIENT VOICE

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THERE are MANY
CLIENT VOICES

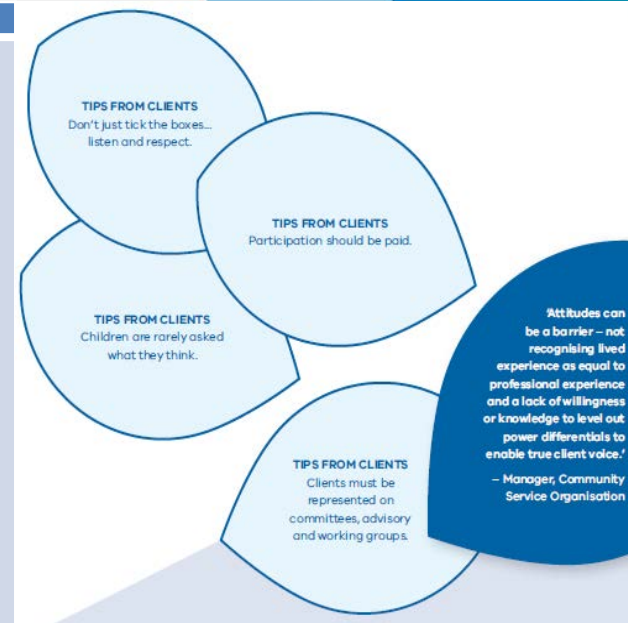
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THE CLIENT VOICE
LEADS to ACTION

INFORMS HOW WE DESIGN & IMPLEMENT POLICY & SERVICES

Principle	What this looks like
<p>1. The client voice is essential for quality and safety</p>  <p>I experience safe services... I can speak up if something isn't right...</p>	<p>The definition of service quality is determined with clients. Staff and clients report that they experience an open and transparent culture. Systems and processes such as feedback, complaints and incidents are understood, accessible and promoted to all clients, all the time. Clients are asked about quality and safety, and their experiences and views inform service delivery and design. Staff at all levels demonstrate respect, awareness and empathy in every interaction with clients – they listen, believe and act.</p>
<p>2. Clients have expertise</p>  <p>My experience and expertise is valued...</p>	<p>Clients are recognised and treated as experts in their own lives and experiences. Client views and experiences are actively sought, valued and acted on throughout all stages of their involvement with a service. A client partnership approach, characterised by shared decision making is applied at all levels – individual, organisation and system. Client expertise is appropriately acknowledged, including through payment where appropriate. Organisations can show their commitment to self-determination for Aboriginal and Torres Strait Islander people.</p>
<p>3. The client voice is part of everyone's role</p>  <p>I receive help and support in a coordinated way, at the right time...</p>	<p>Evidence of the client voice is seen in how services are designed, delivered and evaluated. It is clear in the organisation's policies and governance structure. Everyone in the organisation is supported to take responsibility for the client voice. The relevance of the client voice is seen in every interaction, level and stage of service design, delivery and review.</p>
<p>4. There are many client voices</p>  <p>I receive help and support in a way that makes sense to me... I choose how much I participate in the services I receive...</p>	<p>An understanding of diversity and intersectionality shapes the approaches and strategies used to engage with clients. Organisations use more than one way to promote the client voice. Person-centred practice is promoted through recruitment, orientation, ongoing training and supervision. Genuine attempts are made to hear the views of all clients, including those hardest to reach. The impact of power differences between clients, providers and systems is understood and addressed. Processes, communication methods and engagement strategies are deliberately tailored and consider diversity, culture, class and power differences.</p>
<p>5. The client voice leads to action</p>  <p>I can influence change...</p>	<p>There is evidence that the client voice is used in quality and continuous improvement processes. Seeking, listening to and acting on the client voice is ongoing. Clients are informed about what happens to their input. New ways of doing things are continually explored and trialled, leading to action and driving change.</p>

Client voice principle 2

Principle	What this looks like
Clients have expertise	<p>Clients are recognised and treated as experts in their own lives and experiences.</p> <p>Client views and experiences are actively sought after, valued and acted upon throughout all stages of their involvement with a service.</p> <p>A client partnership approach, characterised by shared decision making, is applied at all levels of the system – individual, organisational and system-wide.</p> <p>Client expertise is appropriately acknowledged, including through payment where appropriate.</p> <p>Organisations can show their commitment to self-determination for Aboriginal and Torres Strait Islander people.</p>



Examples of the principle in action (at individual, organisation and system level)

- Staff actively seek out genuine partnerships to enable shared decision making **(individual)**
- Job roles for people with lived experience / client positions on boards and committees of management **(organization)**
- Policies on client payment and recognition **(system)**

What is the client voice?

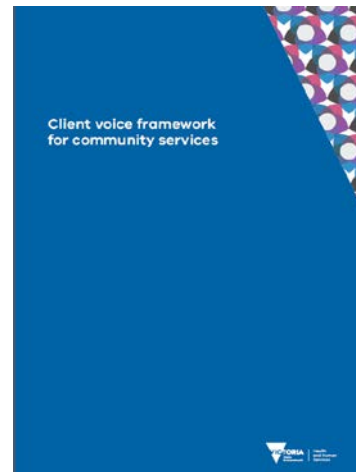
The client voice refers to any and all expression of the views, opinions, needs, experiences and outcomes of individuals, families and carers who have previous or current involvement with a community service.

This includes all information derived from a client, in any form. For example: any interaction with a worker, case planning discussions and records, complaints and feedback mechanisms, quality audits, service reviews or policy consultations. It includes non-verbal indicators of a person's experience or views, it may include overt or covert actions, behaviour, as well as engagement or non-engagement in services.

*The client voice is relevant at all stages of a person's involvement with the system, and at all levels – **individual, organisational and system.***



OFFICIAL



What is the client voice?



https://drive.google.com/file/d/1_luvXkdkWGYb-QzjuvLtCBPjd-5h3Yub/view?usp=sharing

Why does the client voice matter?



WHAT WOULD it look like if EVERYONE GOT the SUPPORT THEY NEED at the RIGHT time?

Tessamy Gee 2018

Welcome Kahani and Neela!

We'll now hear from:

Kahani Motiani – Barwon Child, Youth and Family (BCYF)

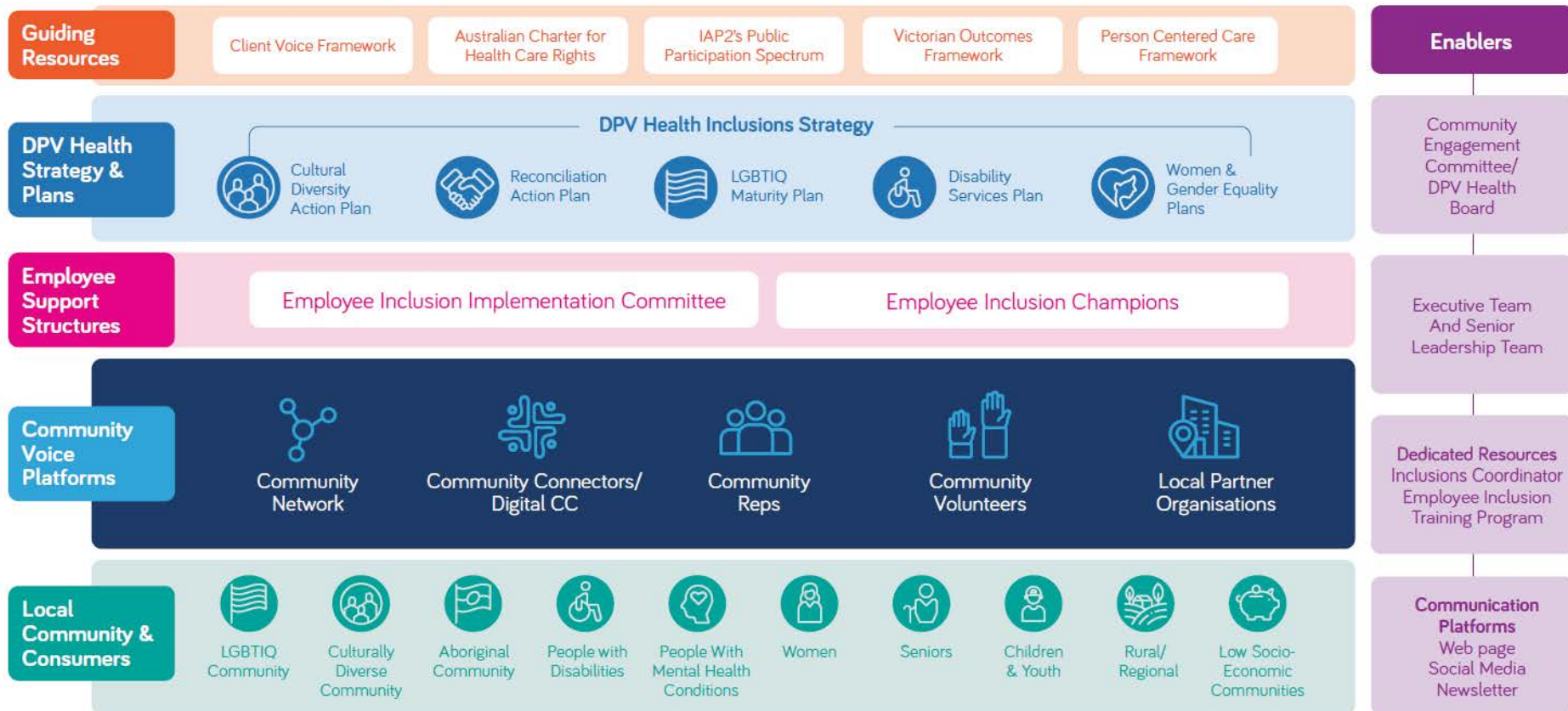
Neela Konara – DPV Health

- *Where they are at on the client voice journey*
- *Examples of things they're doing*
- *Key successes and challenges*

Communities That Care Geelong: Youth Advisory Group (BCYF)

- Youth Advisory Group (YAG) set up in 2018 as a 'youth arm' for CTC Geelong
- Gives young people a voice via consultations, providing feedback on programs and services (BCYF and beyond)
- YAG projects in the community:
 - + Live event for families of adolescents (alcohol education)
 - + Short documentary (school engagement)
 - + Online family trivia event series (family connection)
 - + 'Messages of Hope' initiative (mental health)
 - + Podcast series (mental health)
- Mentoring, teamwork, and personal/professional development within the group
- Adapting the YAG amidst the pandemic

Organisational Approach For Inclusive Service Provision, And Community & Client Voice Platforms



Client voice framework implementation

Young voices – a guide to child and youth participation – (in progress)

- CSQSO is working on tools to assist with child and youth participation.
- We're creating an online platform that includes:
 - Advice on different types of engagement
 - Steps out the benefits, the enablers and key considerations for good engagement
 - Tools for safe, effective and meaningful engagement
 - Case studies
 - Where to access additional resources
- A consultation draft will be released in April 2021 – let us know if you'd like to be involved!

Contact details

Please email any
questions or comments to

[Community Services Quality and Safety Office](#)

And find more info:

csqso@dhhs.vic.gov.au

<https://www.dhhs.vic.gov.au/publications/client-voice-framework-community-services>

‘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.’

– Consumer representative



TRI-PEAKS

Thank you for attending today's