

COMPLETE SCRIPT EXAMPLES

Emily Dickinson

Topic	Script
Who you are and which organisation you represent	Hi, my name's Emily Dickinson and I'm a caseworker at Band Together.
Context of service provision	I work in a team of eight caseworkers here, along with two relationship counsellors and a psychologist. We work with all sorts of families from all walks of life to help them make the changes they want in their lives.
Client-centredness	At Band Together, when we first meet a family, our main aim is to get to know you. We want to understand your life and your family, and together we might talk about any areas where you'd like to make changes. You are actually in control of this process - you get to decide how much you'd like to share with me, and what areas are most important for you. I have professional training in working with families and have been doing this for over 10 years now, but you are the expert in your family. So I'm really hoping that if we get the chance to work together, that we'll be equal partners.
Notes on ways of working (optional)	<p>In the approach we use to support families, your caseworker is a bit like your coach. Once we work out an area you're interested in working on, we can help connect you to ideas and resources for making progress in that area, and help you work through any issues you're having.</p> <p>Some of the issues other families often talk to us about include things you can do with your child to keep them healthy and happy, managing money, and relationships.</p>
Telepractice (how you might use technology together)	In terms of how we could work together, we have a few options. We can meet face-to-face, either here at our office or in your home. Or, we can meet online using video call technology, which means we'll be able to see and hear each other using a computer or smartphone. If you haven't used video call software before, such as Zoom or Facetime, it actually looks a lot like what you're seeing now. There will be a video feed where you can see me, and you'll hear me through your device. I'll also be able to share my computer screen if there's something useful I want to show you. We can also connect on the phone, or through text messages. We can use any combination of these methods that helps us work together.
Confidentiality	No matter how we connect, whatever we talk about will be confidential. This means we won't share what we talk about with anyone else, unless we really need to, to keep someone safe.

Call to action	So, if you're seeing this, either you or someone else has thought we might be able to help you in some way. Why don't we have a chat about how that might work? If you've received a text message you can reply to that, or you can call Band Together on 1800 000 000.
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Toni Morrison

Topic	Script
Who you are and which organisation you represent	I'm Toni Morrison. I'm a qualified social worker and parenting consultant at The Family Place, here in Broome.
Context of service provision	The Family Place is all about helping families thrive by helping with relationships, money, and things to help your children grow up healthy and happy. We have a great team of people here with some great experience and skills. I myself have been doing this for nearly 20 years now but I never stop learning something new from each family I come into contact with.
Client-centredness	We know it's a real strength to be looking out for the needs of your children and your family.
Notes on ways of working (optional)	At Close Ties we really want to provide a warm, welcoming environment so you can feel safe and comfortable talking about what's important to you.
Telepractice (how you might use technology together)	We offer these supports face-to-face with people in the Broome area, but the really great thing is that we actually offer our services online now, to people all over WA. We call this telepractice. So we have parent groups that run completely online, where we all log in over the internet, and we can see and hear each other, which is great, and we meet from all over the place. And we also connect one-on-one with people in all sorts of different ways, like over the internet, over the phone, and text messaging.
Confidentiality	Of course you need to know that when you're talking to me or maybe other members of a group that people will be respectful and won't share what we're talking about with others, unless someone's in danger or at risk of harm, that is. We take your privacy very seriously so when we're getting to know each we'll talk for a bit about how we can respect each other's personal information.

Call to action	Well, I hope that gives you a bit of an idea of who I am and what we're about at The Family Place, and you can get in touch with us at the number on your screen.
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Maya Angelou

Topic	Script
Who you are and which organisation you represent	Hi there, thanks for watching this video and giving me the chance to introduce myself. I'm Maya Angelou. I'm a caseworker with Close Ties family services in Melbourne.
Context of service provision	If you're watching this, I'm guessing it's because you're wanting to know just a bit more about what we do and what we're about at Close Ties. Well, we're a group of people who are passionate about helping you make the most of your time as a family. We come from all sorts of backgrounds, including social work, allied health and counselling. We also work closely with other services in the area, including Maternal and Child Health nurses, GPs, paediatricians, and schools.
Client-centredness	<p>So, what does a caseworker do? Well, one of the main things we do, is we talk. We talk so we can get to know each other, and understand a bit about you and your family. We might already have some information if you've been referred to us by someone else, but I really want to hear it from you, to get your perspective and understand what's important to you.</p> <p>And then through getting to know each other we'll hopefully be able to work out any areas that we might be able to help you in. We really want the families we work with to be in charge of what we focus on together and help set those goals. Sometimes there are things we have to focus on to make sure you and your children are safe and well, but we always want to make sure you have a say in how we go about that. Once we know what are the goals we want to focus on, we can try different ways of achieving them, and connect you to other supports in your community.</p>
Notes on ways of working (optional)	One approach that we use is called a routines-based approach. This means we talk about the typical sort of things you do during your day, and what they mean for you and your child. This is a really effective approach that has been shown through research to work with all sorts of families, for all sorts of issues.
Telepractice (how you might use technology together)	One great thing we offer now is remote support. This is where we connect with you online, or over the phone. You might be surprised but there's actually a lot we can do remotely, which is great because it means you can be wherever is most convenient for you - you don't have to travel to an office or anything like that. That would be another

	<p>of the first things we'd talk about - how we want to work together, whether it's physically in-person, in the same room, or if we do some or all of our work remotely. It's possible you might have seen a health professional before in a similar way, which is often called telehealth. This is similar to that, except we'll have a bit more time to talk about how things are going and how we can work together.</p>
Confidentiality	<p>And of course, everything we talk about is confidential, although sometimes we might have to tell other people if someone in your family needs immediate help. Your privacy is really important to us.</p>
Call to action	<p>So, I hope that's been useful and we might talk soon. Bye.</p>

<p>PROJECT TEAM</p>  	<p>INVESTOR GROUP</p> <ul style="list-style-type: none"> Association of Children's Welfare Agencies Key Assets Australia Life Without Barriers NSW Department of Communities and Justice Social Futures The Smith Family Uniting <p>SUPPORTER</p> <ul style="list-style-type: none"> My Forever Family NSW 	<p>COMMUNITY OF PRACTICE</p> <ul style="list-style-type: none"> Association of Children's Welfare Agencies Barnardos Catholic Care Sydney Catholic Care Wilcannia Forbes FAMS KARI Key Assets Australia Life Without Barriers My Forever Family NSW NSW Department of Communities and Justice Settlement Services International Social Futures The Benevolent Society The Smith Family Uniting
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