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| Community services client voice framework  |
| A graphic representation of key messages |

This graphic cartoon presents the key messages from the celebration of the release of the Community services client voice framework. It reads:

Client Voice Framework.

Listen to the people that matter.

We are here to celebrate! It’s been a long time in the making. Many people have played a significant part.

It’s not possible to deliver safe, quality services without listening to the client voice. DHHS. Community services.

This is just the beginning. A new way of working that makes an impact.

I can see my contribution being taken seriously and my input making an impact. Empowering.

Everyone must seek, listen to and act on client voice.

By consumers, for consumers.

Informs how we design and implement policy and services.

The client voice makes services better and safer.

Clients have experience and knowledge.

Everyone needs to listen to the client voice.

There are many client voices.

The client voice leads to action.

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