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| Child friendly resources: Promoting complaints awareness in  out-of-home care |
| It’s OK to tell someone - Animation Transcript |
| OFFICIAL |

[Music plays in the background throughout the video]

Female narrator: Feeling sad sucks.

[The scene starts with the grey dog looking sad with their tail wagging slowly]

Sometimes it’s because you’re worried or upset at home. Sometimes you’re Simon. He’s 15 and lives in residential care.

[The grey dog looks up and the scene zooms out to show a teenager, Simon. Simon and the grey dog are sitting on the bed in room with a tilted picture hanging and a chest of drawers with a book appears next to the bed. The dog starts to play with a basketball on the bed]

He gets along with everyone… well, almost.

[A doorway appears with a Simon’s friend looking happy and holding a basketball. He throws the basketball to Simon and slowly travels across the bed and Simon]

There’s a carer who Simon feels treats him different to the others.

[The basketball hits a glass window that breaks]

She blames Simon for everything.

[The grey dog appears and looks sad again with their tail wagging slowly]

Simon feels like no one listens to what he wants.

[Simon appears and he looks very sad and downhearted]

And sometimes you’re Joey. He’s 8 and loves living with his gran.

[A lawn and fence appears on screen. Another young person, Joey, also appears on the screen with his grandma and the grey dog. Grandma is sitting on a chair waving at Joey. She is under an umbrella and a radio is also next to her. Joey and the grey dog are playing together with a ball]

Joey likes to visit his mum, but his uncle lives there too.

[Joey and a woman, Joey’s mum, appears on the screen. They are waving at each other.]

Joey doesn’t like the way he looks at him or when he yells.

[The grey dog appears with their paws covering their eyes. The grey dog looks scared. One paw slowly lifts up so one eye can peek through.]

And sometimes you’re Nikki.

[A young girl, Nikki, appears on the screen and is sitting at her desk. There is a skateboard next to her.

She lives with a foster family and misses her brother.

[Nikki looks at a picture frame on her desk. It is a picture of her brother and the picture frame starts to shake]

She doesn’t understand why she can’t see him more

[The camera zooms into the picture and a scene continues with Nikki, her brother and the grey dog skating through a park]

And wants to know more about her culture.

[Nikki, her brother and the grey dog continues to skate through the park. The background changes to shows some trees and bushland. Nikki, her brother and the grey dog skate past the screen through the bushland and the last screen is of figures that appear to be sitting and lying within trees and bushland/]

You have the right to feel safe and happy in out-of-home care.

[The previous screen zooms out and Nikki is smiling]

And if you don’t, there’s always help. Talk to an adult you trust, like a family member or worker

[The grey dog appears in the centre of the screen. People start to appear around the dog. First a young professional man, then a police woman, then Joey’s grandma, and finally, a young woman with a headset]

or professional organisation.

[Logos of KidsHelpline, Victorian Department of Health and Human Services and the Victorian Ombudsman appears at the top of the screen. All characters look up at the logos]

Or you can call the Department’s complaints team.

[The screen zooms into the Department of Health and Human Services logo which then appears to be on a mobile phone. The grey dog nudges the phone with their nose on to Nikki’s hand.]

They’ll listen and tell you how they can help.

[A split screen appears with a young woman and Nikki. They are having a conversation with each other on the phone. The DHHS Compliments and Complaints team logo appears above the young woman]

And always remember, you have the right to have your say and be heard.

[All three children appear on the screen. They look happy and are waving. The grey dog then appears and skates through the screen and stops where the children are.]

[A screen shows “it’s OK to tell someone”]

[A screen shows “Department of Health and Human Services Compliments and Complaints team 1300 884 706]

[Closing title card appears]

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