

CLIENT EXPERIENCE SNAPSHOT

What is client experience?

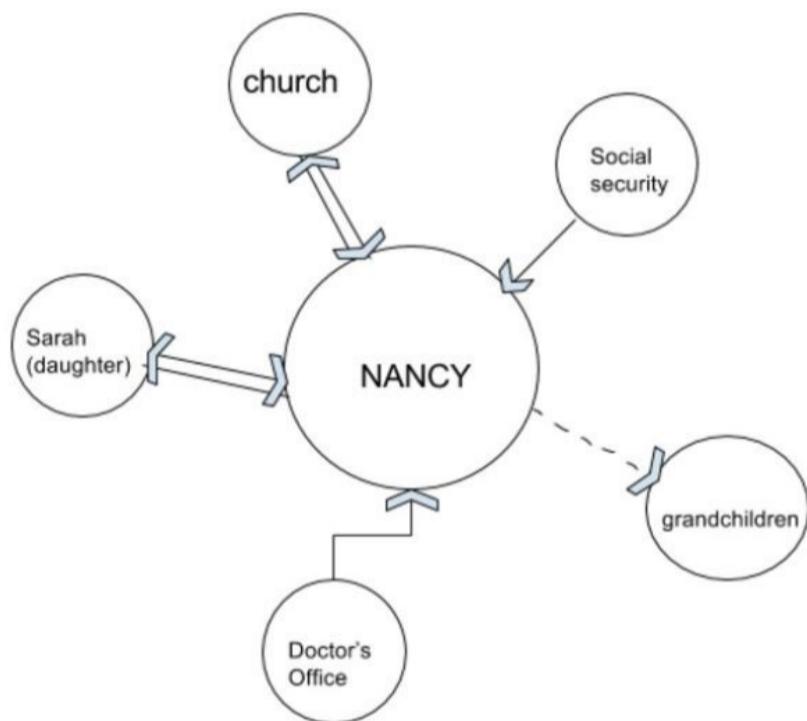
Client experiences are the unique concerns, expectations and preferences that a client brings to an interaction with a practitioner. Client experience may be individual or collective and can be impacted by a number of social constructs including race, sexuality, language, mobility and family composition.



Practice Example - Eco Maps

Person centred care means viewing the world through a client's eyes and recognising that their experience incorporates **micro** (family, school, community) and **macro** (community services, government institutions) social structures that shape the course of their lives.

Drawing an **Eco-Map** with a client is a useful way to find out the social and personal relationships important to them and who's voices they might like to include in case planning.



Reference: MSW Careers. 2019. *The Eco Map - A social work assessment tool*. Available here: <https://mswcareers.com/the-ecomap-a-social-work-assessment-tool/>

Head to our website to find out more and become an OPEN member, or get in touch with Emily Mellon, OPEN Project Manager
www.cfecfw.asn.au/OPEN
emily.mellon@cfecfw.asn.au

Why do we need it?

There is evidence that working with clients to make decisions on service responses increases the likelihood of achieving more positive client outcomes. Positive outcomes include; facilitating a two way knowledge transfer between practitioner and client, highlighting and drawing on existing client strengths, resilience and resources and enabling ownership.

Practice Tools

Here are some useful tools to get started and think creatively about the role of client experience in evidence-informed practice.

Deadly Story: Tools and Templates to Help Carers and Practitioners	Offers a range of resources to support culturally safe engagement and info on communicating with Aboriginal and Torres Strait Islander young people and elders.
IDEO: Human Centred Design Kit	Learning from the design industry, IDEO shares some practical tools on human centred design.
Helen Sanderson's Person Centred Practices: Person-centred Tools for Practitioners	These person-centred thinking tools include printable templates to help structure conversations. They provide support to capture information, enhance support planning and to build authentic relationships with clients.
Pilotlight: Co-design Tools	To help think creatively about ways to involve clients and stakeholders as active participants, Iriss, a Scottish based charity committed to driving positive outcomes in social services, shares their co-design tools.

Remember

- Building partnerships with children, youth and families is an important first step in evidence informed decision making. It is an ongoing process requiring time, consistent engagement and feedback.
- Exploring outcomes that are important to clients will help to design a solution that is sustainable and meaningful.
- Using tools that are relevant and relatable will support client engagement and assist to deepen our understanding of the type of change sought by our children, youth and families.

Moore, T & Beatson, Ruth & Rushton, Sophie & Powers, Rebecca & Deery, A & Arefadib, Noushin & West, Sue. (2016). Supporting the Roadmap for Reform: Evidence-informed practice.

Hidecker, M. J. C., Jones, R. S., Imig, D. R., Villaruel, F. A. (2009). Using Family Paradigms to Improve Evidence-Based Practice, *American Journal of Speech-Language Pathology*. Vol. 18, No. 212-221.

Washburn, A. M., & Grossman, M. (2017). Being with a person in our care: Person-centered social work practice that is authentically person-centered. *Journal of Gerontological Social Work*, 60(5), 408-423.

