

# CLIENT EXPERIENCE SNAPSHOT

## What is client experience?

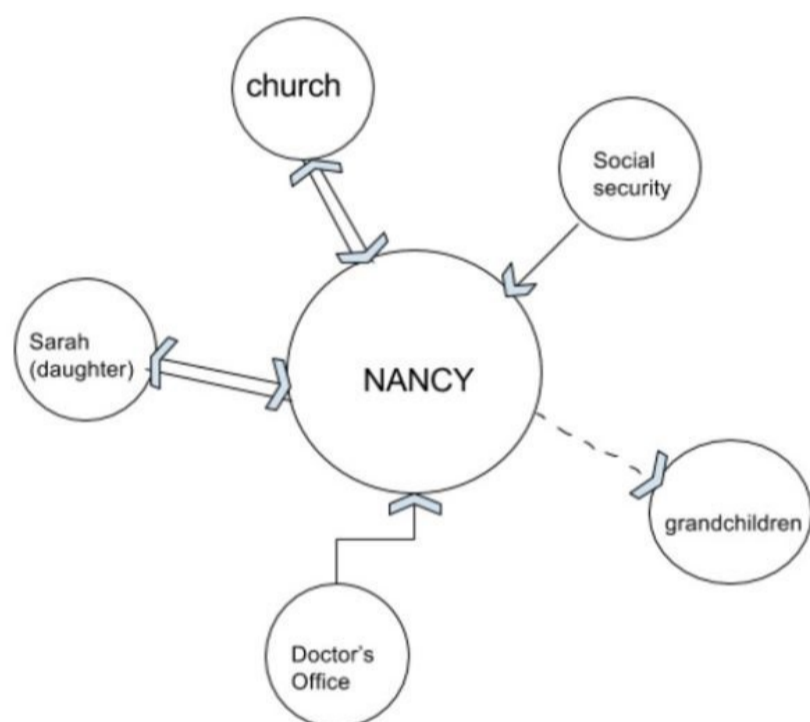
Client experiences are the unique concerns, expectations and preferences that a client brings to an interaction with a practitioner. Client experience may be individual or collective and can be impacted by a number of social constructs including race, sexuality, language, mobility and family composition.



## Practice Example - Eco Maps

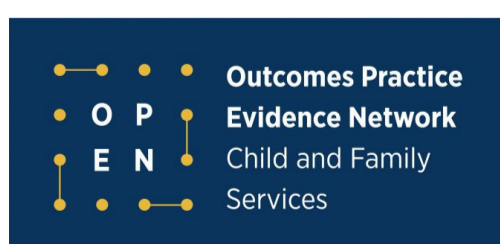
Person centred care means viewing the world through a client's eyes and recognising that their experience incorporates **micro (family, school, community)** and **macro (community services, government institutions)** social structures that shape the course of their lives.

Drawing an **Eco-Map** with a client is a useful way 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  
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## 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.

<b>Deadly Story: Tools and Templates to Help Carers and Practitioners</b>	Offers a range of resources to support culturally safe engagement and info on communicating with Aboriginal and Torres Strait Islander young people and elders.
<b>IDEO: Human Centred Design Kit</b>	Learning from the design industry, IDEO shares some practical tools on human centred design.
<b>Helen Sanderson's Person Centred Practices: Person-centred Tools for Practitioners</b>	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.
<b>Pilotlight: Co-design Tools</b>	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.

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