# Customer story – Campbelltown Work & Study customers and Dignity

| Timecode | Visual description | Audio |
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| 0:00 – 0:12 | Against a white background, the Northcott logo appears in blue text with the words, “Let’s see what you can do.”<br><br>A purple banner features the word" Dignity" in white script above photos of an older man and a child.<br><br>In a commercial kitchen, a group of people wearing black aprons and hairnets and blue gloves prepare food together at a stainless steel workstation. | Music |
| 0:12 – 1:11 | Interview scene. A young woman is seated in a room. She is wearing glasses, a black polo shirt and a black and white striped apron. Behind her is a shelf with post-it notes, artwork on the walls. A title comes up on the left: “Isabella, Support Worker”.<br><br>Cuts to a different angles of Isabella being interviewed.<br><br>Cuts to a commercial kitchen scene, with a male customer wearing a black and white apron, pouring something in a very large saucepan on a stainless steel bench. He is wearing blue plastic gloves. We can see another customer in the background. There are white tiles on the walls and stainless steel benches and equipment in the room. The male customer is being assisted by another person wearing a Northcott branded cap.<br><br>Cuts to another customer, also in the apron. This customer is female and wears a headscarf. | **Isabella, Support Worker:**<br><br>So, we started this partnership because part of our work and study program is that we look for internal work experience, external work experience, but also volunteer work.<br><br>So, originally we just kind of looked around to see what was out there when we came across this local opportunity with Dignity Dishes.<br><br>But once it started, it kind of became a little bit bigger than just a volunteer opportunity. |

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| | Cuts to Isabella in the interview scene.<br><br>Cuts back to the commercial kitchen scene. This time we see a group of customers, all wearing the aprons and blue gloves, standing around a stainless steel island bench. Everyone is doing some sort of kitchen prep, such as chipping capsicum or other ingredients. They are talking together. Isabella is also at the bench.<br><br>Cuts to Isabella in the interview scene.<br><br>Cuts to the commercial kitchen scene, showing a male customer from behind, working at the stovetop cooking chicken. We can see a bench to the side with broccoli being chopping up and oil, stock and salt and pepper in the left foreground.<br><br>Cuts to Isabella in the interview scene.<br><br>Cuts to commercial kitchen bench, with customers working, passing things to each other, etc. We see the first male customers, smiling and gesturing to the camera. | The customers love cooking. They really enjoy coming here every week. And the fact that we're doing something for a bigger picture is really, really exciting.<br><br>The customers adore that it's bigger than them.<br><br>We're often talking when we're cooking in the kitchen and they'll bring up the fact that these are for people maybe less fortunate than them and they get really excited that they can do a little bit of good.<br><br>So, while it is part of our Work and Study program, I think it's also just good for them personally as well to know that yeah, what they're doing matters. |
| 1:11 – 1:35 | Indoor, office scene as above. A man is being interviewed. He has light brown hair, tied in a bun, and a beard. He is wearing a grey collared shirt. A title on the left says: “Ben, Julia Reserve/Camden Council. We can see him gesturing with his hands.<br><br>The background is slightly out of focus, but we can see a foosball table and poster on the wall. | **Ben, Julia Research/Camden Council:**<br>So Julia Reserve is a youth and community centre and it's set up for young people age 12 to 25.<br><br>Essentially, it's a youth hub. Young people living with a disability, they can come in, they can build social connections, they can |

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| | Cuts between different angle of Ben. | learn really great skills that they can take into their life and potentially the workforce, but they're also getting the opportunity to be super generous in their own community.<br><br>And I think that's a really important part of community development. |
| 1:35 – 2:57 | Cuts to Isabella in the interview scene as above.<br><br>Cuts to the commercial kitchen scene, with a close-up on blue gloved hands, holding a knife and chopping up broccoli. We can also see other vegetables in stainless steel bowls on the bench.<br><br>Cuts to another pair of blue gloved hands, chopping up raw chicken on a yellow chopping board. There is also another customer in the background, also chopping up raw chicken on a yellow chopping board, into small pieces.<br><br>Cuts to different customers, chopping green vegetables and handling other green vegetables.<br><br>Cuts to Isabella in the interview scene.<br><br>Cuts back to the commercial kitchen scene, shot from higher up, looking down as customers are chopping chcicken and capsicum. We can see a friend in the background.<br><br>Cuts to Isabella in the interview scene from different angles. | **Isabella:**<br><br>So more practical skills that they're gaining is things like knife safety, learning how to position their fingers properly, how to cut things also in smaller pieces. We've been able to get smaller and smaller as the weeks go on, which is really cool.<br><br>They're also learning about food safety, work and health.<br><br>They're learning about how long things can be out for, how to see if things are maybe shouldn't be used, if they've gone bad, anything like that, which is really awesome.<br><br>But they're also learning things like teamwork, which is really important, organisational skills.<br><br>We do run on a bit of a time schedule, so we have to move from Northcott in the |

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| | Cuts back to the commercial kitchen scene, at the stainless steel bench. We can see customers and staff interacting, chatting and filling up rows of plastic containers with a meal.<br><br>Cuts to a closer up a female customer, writing on a plastic container.<br><br>Cuts to Isabella in the interview scene and different angles.<br><br>Cuts back to the commercial kitchen scene, with two customers working at a stove top, stirring a pot.<br><br>We see a close up of a customer pouring soy sauce into a sauce of chicken on the stove top.<br><br>Then we see a wider shot of a group of customers, busy at the bench, filling the plastic containers with the meal.<br><br>Cuts to one female customer at the stovetop, stirring a frypan with broccoli in it.<br><br>Cuts to Isabella in the interview scene.<br><br>Cuts back to various scenes from the commercial kitchen – stirring broccoli, cooking at the stop top, pouring from pans, filling plastic containers. We see two male customers smiling at the camera. One is holding spring onions.<br><br>Cuts to Isabella in the interview scene.<br><br>Cuts to commercial kitchen scene, showing a male customer stacking plastic containers into a commercial fridge. The fridge is full of the packed meals. This | morning, pack up everything, make sure we've got everything. And then moving here, unpacking, making sure that we're doing things in the right order.<br><br>So, it's also teaching them time management, which is super important.<br><br>So the bigger goals of work and study are really about gaining those work skills for moving out into future opportunities or even just at home.<br><br>So, we've got the practical skills of working in the kitchen, but um it's also learning a lot of those soft skills like interpersonal wise, they get to work with one another, and we've got a lot of personalities in there, so we're really learning how to work with people in a kind of high pressure environment. |

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| | customer has short blond hair. | |
| 2:58 – 3:21 | Cuts to the interview scene. This time the same customer who was stacking the fridge is now being interviewed. A title comes up on the left saying: “Dylan, Customer”.<br><br>We then see Dylan and another customer, opening a fridge door. In the room, which is narrow, there are 6 fridges all lined up on either side. We can see a poster saying “Dignity – follow us” on one fridge.<br><br>Cuts back to Dylan in the interview scene.<br><br>Cuts back to a close-up on a customer stirring chicken, cooking in a fry pan on the stovetop.<br><br>Cuts back to Dylan in the interview scene.<br><br>Cuts to a scene where Dylan and another customer are seen walking through a doorway to the outside, where it is sunny. The other customer is carrying an esky.<br><br>Cuts back to Dylan in the interview scene.<br><br>Cuts to the commercial kitchen, with all customers around the bench, working, talking together.<br><br>Cuts back to Dylan in the interview scene. | **Dylan, customer:**<br><br>It feels great to give back to the community.<br><br>I've learned some new dicing techniques with onions, et cetera, and being able to coordinate with people that I'm not that great at talking with.<br><br>It's given me a bit more confidence with talking. It's helped develop with more cooking skills and I've noticed that I've been able to cook more at home. |
| 3:21 – 3:50 | Cuts to Isabella in the interview scene, from different angles.<br><br>Cuts to the commercial kitchen scene, with the customers around the bench in | **Isabella:**<br><br>Day-to-day, they don't talk, but when we're in the kitchen, they need to learn how to |

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| | the middle of the room, working.<br><br>Cuts to Isabella in the interview scene.<br><br>Cuts to a close-up on a customer's hands, stirring the broccoli on the stove.<br><br>Cuts to a customer taking carrots from the fridge. We can see the fridge is stocked with vegetables such as celery, cauliflower, spinach, broccoli, carrots, potatoes. | speak to one another, how to get things done, how to organise themselves amongst it.<br><br>The biggest changes that I've seen with the customers are independence. They're really learning how to do things in their own time and then ask the questions where they need it as well.<br><br>Another one is confidence. They are seeing that they're improving, so they are able to just get started and be confident that they know what to do. |
| 3:51 – 4:06 | Cuts to the interview scene. A female customer is being interviewed. A title comes up on the left saying: "Gabbie, customer."<br><br>We see Gabbie in the commercial kitchen, stirring broccoli and working at the bench, with other customers.<br><br>Cuts back to Gabbie in the interview scene.<br><br>Cuts to Gabbie at the bench, filling plastic containers with the meal the group cooked. | **Gabbie, customer:**<br><br>It's helped me expand my culinary skills and working as a team to figure out different meal ideas.<br><br>It makes me feel good because I like helping people in need. |
| 4:06 – 4:28 | Cuts to Isabella in the interview scene, shown from different angles.<br><br>Cuts to a customer in a storeroom of non-perishable items. He is selecting bottles of what looks like oil or vinegar. He is moving them from the shelf to a container on the floor. | **Isabella:**<br><br>I think that this initiative has been really important for them because it shows them that there are other people out there that do need support. |

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| | We can see large plastic tubs on the shelf. They say rice, pasta.<br><br>Cuts to Isabella in the interview scene, from different angles. | Being in this program has really shown that they can use the skills that they have to provide good for others.<br><br>This is something that they really feel proud of and they're just really excited to say, we're helping others. |
| 4:28 – 4:36 | Cuts to commercial kitchen scene briefly, before going back to the interview scene. This time a new female customer is being interviewed. She has dark hair in a ponytail and red-rimmed glasses. A title comes up on the left saying, "Montana, customer".<br><br>Cuts to Montana in the commercial kitchen. She is writing on a plastic container, deep in concentration.<br><br>We see a pair of hands putting lids on the finished plastic containers, which are filled with food.<br><br>Cuts to the storeroom and shelves of non-perishable items. We can see a pull-up banner that says Dignity and a flyscreen that goes to the outside area. | **Montana, customer:**<br><br>I enjoyed the organisation and watching the whole meal fall together with the recipe. |
| 4:36 - | Cuts to a new scene outside. A lady wearing a blue jacket and glasses is standing in front of an accessible ramp that leads to a building. A title on the left says, "Kim, Dignity Dishes". Kim is speaking directly to the camera.<br><br>While she is talking, it cuts to the inside footage, of the shelves, of the Dignity pull-up banner. | **Kim, Dignity Dishes:**<br><br>The Dignity Dishes program is designed to provide meals for people at risk of homelessness in the community.<br><br>The meals have a huge impact for many |

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| | Cuts back to Kim outside, speaking to the camera.<br><br>Cuts to the fridge, that is full stocked with individual plastic containers of food. We can see hands and arms stacking the food into the fridge.<br><br>Cuts back to Kim being interviewed outside.<br><br>Cuts again, back to the fridge being stocked by customers.<br><br>Cuts to Kim being interviewed outside. She is gesturing with her hands and smiling.<br><br>Cuts back to the commercial kitchen scene. We see a customer pouring something into a large pot, assisted by a team member wearing a Northcott cap and polo shirt. We see another customer stirring chicken on the stovetop.<br><br>Cuts back to Kim outside being interviewed. She finished by thanking Northcott. | people in the community.<br><br>So many people are doing it tough right now. Food relief means fewer people go without meals.<br><br>Dignity is so appreciative of the Northcott customers who prepare wonderful meals for people in the community in need.<br><br>So thank you to Northcott. |
| 5:03 – 5:15 | Against a white background, the Northcott logo appears in blue text with the words, “Let’s see what you can do.” | **Music** |