Customer story – Gordon's on the move

Timecode	Visual description	Audio
0:00-0:12	Beautiful gum tree, seen from the ground looking up, against a washout sky. In the bush, a bearded staff members in a teal work shirt, stands with a group of young adults surrounded bygum trees and other Australian bush scrub. Everyone is looking up. The man is gesturing with his hands and speaking. In the foreground, we see the back of one young adult who is wearing a hoodie and a beanie. In the middle of the scene is a young man, with red hair. He is wearing a light grey jumper, with the FILA logo. The group is now walking along the bush track. We see them from behind. The red-haired young man is at the back of the group. On his left is a woman with long dark straight hair. Ahead of him on the right, is another young man, wearing a green jumper and puma backpack. The bearded man and young man in the hoodie are at the front of the group. We now see the group walking trhough the bush towards the camera. The red-haired young many is in the centre of the scene, in focus. In front of him is another young man in a red flannette top. Behind him is a woman wearing headphones and a young many in a green jacket. They are walking past big gum trees. Indoor community kitchen. The red-haired man is sitting at a round white table, with the man in the red flannette. They are cutting up tortillas. The red haired man is wearing black gloves. Everyone is wearing balck and white striped aprons.	**Music, singing:** Oh, oh, oh…

	Behind these men is another white round table, where two girls are sitting. One girl has long dark red hair tied in a ponytail. The other girl is facing the camera and has blue hair and is wearing headphones. In the background, we see a pink coffee machine, white cupboards and a white fridge. The camera is now focused on the red-haired man sitting at a white round table. He is reading a piece of paper on the table. He is wearing the gloves and apron. Behind him, we can see more people sitting at tables reading. Standing, leaning against the wall is the staff member, with long dark hair.	
0:10–0:32	A staff member, with long straight brown hair, wearing a blue zip-up jumper sits on a chair with the hands over her knees. A title comes up: Erin, Northcott Support Worker. Erin is talking. In the background we see some baskets with flowers, a shelf with gardening equipment and some plastic drawers. We see Erin from different angles. Next we see Erin in the kitchen, looking at the red-haired man, who is sitting at a white round table, preparing food. In the background, another customer is sitting at a table nearby, looking at what the the red-haired man is doing. Cuts back to Erin in the interview scene. Then, we see photos of customers doing physical exercise such as lifting weights, boxing. Cuts back to the red-haired man, sitting at the table, preparing food. We can see other customers doing various food prep activities in the scene. We can see the coffee machine, white cupboards and jaffle maker in the background.	**Erin, Northcott Support Work**: The *Move to Improve* program runs weekly, um, at the Campbelltown office, where customers build their health and their wellbeing through physical exercise and healthy eating sessions. Customers decide on the activities that they would like to do. Um, the most popular ones have been gym sessions, tennis, pickleball, swimming, um, and healthy eating sessions.

	Cuts back to Erin in the interview scene. Cuts to photos of customers at the gym, playing tennis, pickleball and swimming. Then cuts to a wide shot of the kitchen scene with customers, including the red-haired man all sitting at tables doing food prep. We see a staff member in a green jumper walking through the room.	
0:32–1:00	Erin in the interview scene. The cuts to the outdoor bushwalk with the group of participants and adults, on a bush track looking towards something. The red-haired man isin the centre of the scene. One customer is wearing headphones. We also see a staff member in a black puffer jacket, holding a piece of paper to the left of the scene. Cuts back to Erin in the interview scene. Cuts to the group of customers, with the red-haired man in the centre, standing in front of a building, looking and smiling at something. It is all the same customers from the bushwalk. The same group of customers are now standing on grass, talking together and looking at something. We can clearly see the red-haired man and the long-haired staff member. Cuts back to Erin in the interview scene. Cuts to the outdoor bushwalk scene. We see a gumtree and then we see the bearded man standing on the track, pointing to a native plant and talking about it. The camera pans to show the customers looking at what he is talking about.	**Erin:** So Move to Improve is great for customer health and wellbeing. Um, it allows them to build their confidence and gain some knowledge about wellbeing and fitness. And they do journalling each week, which allows them to track the progress that they have made and the achievements that they've done. So since joining *Move to Improve*, I've seen a lot of, uh, personalities that have flourished, and they've made some great friendships in the program. And it's been great to see how proud they are of the progress that they've made.

	Then we see the bearded man with the red-haired young man together on the track. They are talking and the bearded man is pointing to something in the sky. The rest of the group is in the background. Cuts to Erin in the interview scene. At the end of her interview, she claps her hands together and smiles broadly.	
1:00–2:00	In the same interview room, we now see the red-haired young man sitting at the chair. He has one hand resting on his knee and he is resting on his other arm. A name title comes up on left of the screen. It says: “Gordon, Customer”. It cuts to Gordon and Erin outside, with the other customers. They look happy and are smiling. Gordon is smilig with this arms crossed across his chest. Cuts to the bushwalk, where Gordon is walking confidently along the track with another customer, who is wearing a beanie, grey hoodie and leather gloves. Gordon looks happy. Cuts to the group stopping on the track looking around them. The camera is following Gordon, who is walking around and smiling. Cuts back to Gordon in the interview scene. Cuts back to the bushwalk, where the camera is focused on Gordon walking along confidently. He is walking next to the staff member in the puffer jacket. He is smiling and talking. Behind him we see the young woman with the headphones on. We see Gordon talking with bearded man and pointing to the sky. Everyone has stopped on the track.	**Gordon, Move to Improve participant:** In the *Move to Improve* program, I like being active, planning out each week, spending time with my friends, and understanding more about what I need and how I can improve. At the beginning of the program, I felt that I wasn't very active. I was very lazy and didn't know how to take care of myself. The *Move to Improve* program has helped me become more confident with myself and my progress. It's also made me happier and able to talk more with my friends. I also feel excited for every new session because it's just more chances to grow and to discover all the healthy

	We then see the group, with the camera focused on Gordon, walking through the bush. Gordon is talking with another customer as he walks and moves trees from out of his face. Cuts back to Gordon in the interview scene. Cuts to the kitchen scene, with Gordon sitting at a white table, wearing the apron and plastic gloves. He is cutting up tortillas. We see oil spray, tomatoes and other cutting things on the table. Next we see Gordon cutting up an avocado and tortillas. Cuts back to Gordon in the interview scene. Then back to Gordon in the bush, looking skyward and talking. To finish his interview, we see Gordon back in the interview scene.	activities. I definitely feel more confident and fitter.
2:01–2:15	Cuts to overhead shot of Gordon cutting the tortilla into triangles, then stirring something in a plastic bowl, Gordon smiling in the kitchen. Overhead shot of nachos on a tray – cooked tortilla, salsa and grated cheese. We then see a bowl of food being held by Gordon, customers on a court, in a gym, Gordon hitting a boxing cushion, the group on the bishwalk, looking at the track and their feet, Gordon in the bush, smiling and talking to other customers. In the final scene, Gordon is striding confidently towards the camera, looking directly at the camera. The rest of the group is following behind him. It fades to black.	**Music, singing:** Oh, oh, Oh