

Video transcript

Dan: All clear on those points?

Lydia: I think so.

Dan: Good. I better go.

Scott: Lydia, here's that updated plan for you. Everything okay?

Lydia: I asked Dan what I thought was a simple question. Half what he answered might as well have been Swahili.

Scott: We're an industry of jargon. Something important. Whenever you're bamboozled, get it clarified. Don't pretend you got it all. Ask the person for explanation or come and see me.

Lydia: Thank you. I'll do that.

Scott: Given this, I thought it timely to remind you of the importance of advocacy in the provision of holistic health care. Next item.

Lydia: Scott, a word?

Scott: Sure.

Lydia: Something you said ... advocacy in the provision of ...

Scott: Advocacy in the provision of holistic health care?

Lydia: Yes.

Scott: Advocacy is about representing a person or community who needs support to uphold their rights and help them to speak out.

Lydia: I see. So, I provide information and resources to people. That would be advocacy?

Scott: Absolutely. Excellent.

Lydia: Thank you.