TRANSCRIPTION: Kerry Burke 2

One of the things that Moyra said when we were on strike – we had maybe two strikes in the 2½ years I was there. And Moyra would say you've got to get yourselves declared an essential service because in a closed down ward where there is, "What do you need, what is the essential service?" Someone to activate, as opposed to someone to look after that person, and the looking after is what resulted in all the people upstairs not moving. And it was hard to think that at the time, because if it is life and death do you want a nurse or do you want a music therapist? And she would say, "No, it's the music therapist, you want someone who is going to make life happen as opposed to just care."

And what you see today happening, and what my dad's getting, is both. He's getting a great treatment for his body and his mind and he's getting a great emotional experience too. And that's pretty neat.