

Collaborative Practice Meetings Framework

CONTEXT

The Linker Network is a shared initiative of FACS and early intervention service providers in greater Western. Linker Network members work together to make it easier for people, families and the community to find and access early intervention services by using shared tools and systems to improve communication and collaboration between service providers.

Meaningful collaboration, that results in better outcomes for people in our community, is dependent on consistent and clear communication between service providers. To ensure this happens the Linker Network requires members to participate in collaborative practice framework that will promote collaboration and communication between services providers in the Network.

Local Linker Network (LLN) Collaborative Practice Meetings (CPM) determine local implementation of the Linker Network model, with support from the central Linker Network Core Project Team.

PARTICIPATION

As a member organisation or agency in the Linker Network you are required to send at least one representative from your organisation or agency to attend a minimum of four Local Linker Network Collaborative Practice Meetings per year. Your representative should be someone with sufficient knowledge of your clients and the work you do in the Linker Network to make an informed and valuable contribution to the meetings. Your representative should also be delegated with sufficient authority to contribute to decision making on behalf of your organisation or agency.

WHO / WHERE

Within the Department of Family and Community Services (FACS) District of Western Sydney Nepean Blue Mountains (WSNBM) there are six Local Linker Networks:

- Parramatta
- Mount Druitt
- Penrith
- Hawkesbury
- The Hills
- Blue Mountains/Lithgow

These 'local' Linker Networks are intended to reflect existing geographic and historical areas of local collaboration. They are not fixed and we are not limited to these six. If there is a need and general agreement, then these Local Linker Networks can and will be adapted to reflect new or emerging collaboration work and client need.

It is up to each member organisation or agency to identify which existing Local Linker Network Collaborative Practice Meetings is best located or suited to the work that organisation or agency does within the Linker Network. It is also acknowledged that there will be cross over between Local Linker Network areas and this should be managed with client needs in mind.

LOCAL ALTERNATIVES

The Linker Network recognises that there exists a number of established local interagencies and other similar collaboration structures. So as not to create duplication, the requirement for Linker Network members to establish and/or participate in a local Collaborative Practice Meetings can be met via participation in an existing structure.

However, it is critical that the existing structure is inclusive of all Linker Network members in a given Local Linker Network.

FREQUENCY / LOCATION

The frequency, time and location of Local Linker Network Collaborative Practice Meetings will be determined individually by each group, but will not be less than four times per year.

ADMINISTRATION / COORDINATION

The administration and coordination of a Local Linker Network, e.g. the preparation of agendas, notification of meetings, production and distribution of minutes and other correspondence will be provided by the Linker Network Core Project Team (or an agreed local NGO representative of the Linker Network).

CHAIRING / DECISION MAKING

Chairing of meetings will be done on a rotating roster of member organisations/agencies unless there is local agreement for an alternative.

Decision making within meetings will be by majority agreement.

MEMBERSHIP

As the Linker Network is a shared initiative of FACS and all service providers in the Western Sydney Nepean Blue Mountains District, membership to a Local Linker Network is open to all organisations, agencies, or individuals who provide or contribute to early intervention services.

Non-FACS funded service providers can be invited to join a Network by the existing members of the same Local Linker Network. The default assumption is that any service provider who is willing to fulfil the

requirements of being part of the Linker Network (see: Membership Requirements) may become a member.

STANDING AGENDA ITEMS

At each meeting of a Local Linker Network Collaborative Practice Meeting, the following standard agenda items must be addressed:

- **Strategic Gossip**
This is an opportunity to discuss any trending or emerging strategic issues or opportunities relevant to the Network - this might include reports back from parallel networks.
- **Membership**
Confirm the list of current members, identify new members since the last meeting, discuss and identify potential service providers who should be approach to become members.
Each LLN will also need to appoint a representative from within the group to provide introduction and orientation to new members.
- **Training / Orientation**
Confirm where and when the next Linker Network Orientation training is being held and make note of who will be attending.
Discuss and identify any local training needs or priorities that the Network requires
Discuss and identify (or reaffirm) local orientation/induction practices/procedures to ensure that new members and their employees are orientated into your local Linker Network
- **Communication**
It is critical that local Linker Networks develop robust systems for shared communication between services providers. Each local Network will need to determine, establish and monitor its own communication strategies and tools. At each meeting discuss, identify and plan (or reaffirm) local communication strategies and tools.
- **News and Learning**
As part of the continuous learning process and communication strategy, the Linker Network District Coordination Team will provide quarterly news and learning updates from across the District that local Networks can use to inform their own local activities.
- **Linker Network Enablers & Service Propositions**
This is an opportunity for service providers to collectively problem solve issues relating to (issues that cannot be resolved locally can be referred to the Linker Network Core Project Team):
 - o Linkers:
 - o Place Based Integrated Services:
 - o Collective Brokerage:
 - o Coordinated Client Support:
 - o Common Welcome Approach:

- Client Centred Plans:
- Outcomes Based Contracts:
- Common Principles & Standards:
- Training and Common Induction:
- Shared Systems:
- Common Non-Stigmatising Branding:
- Customer Service Culture:

- **Future Opportunities**

Are there any opportunities in the foreseeable future that the Network can use to build improved collaboration within the Network or to improve services and outcomes for clients.

REPORTING AND LEARNING

Local Linker Network Collaborative Practice Meetings will be required to provide copies of minutes and other actions and outcomes documentation to the Linker Network Core Project Team.

The Linker Network Core Project Team will collect, collate, analyse and report back to Local Linker Network Collaborative Practice Meetings on shared learning and outcomes. E.g., if one Local Linker Network Collaborative Practice Meeting has come up with an especially effective way to orientate new workers into their local Network, the Core Project Team will ensure that all local networks have the opportunity to learn from and reproduce the locally developed solution.