


Case Study


To give you a better sense of how the elements of the Linker Network model might work together in practice, we have created a narrative of an ideal experience we want clients to have in the system.

The story features Jill, who is seeking some form of support for her young daughter Sally. While just an example, we hope it helps you to better understand how everything that has been covered in the Playbook.


Please note that this is just one example of one experience. It has been designed intentionally to demonstrate a number of key Linker functions. We understand the work we do with people, families, and communities is not linear, and that not every provider will have the same capacity to engage clients in this way.



What happens isn't as step by step as the playbook sets out. But it's a good guide.



There are some of the Linker elements that we don't have the expertise or capacity to do, but what we can provide is a warm welcoming centre. It's about doing the bits that we're able to.



It kind of gave me a bit more direction and purpose – it gives a name to what we're already doing and gives us encouragement to go the extra mile for people.

SECTION
5