

WE'RE PART OF THE LINKER NETWORK



Organisations displaying the Linker Network logo work together so that you get the support you need, when you need it.

We do this with:

1/ Always Welcome Approach



2/ Network of Linkers



3/ Family-Centred Plan



Everyone in the Linker Network will:

- Take the time to listen to you
- Take notes so that you only have to tell your story once
- Provide you with a Linker, who will help you find the support you need
- Provide good customer service every time you visit
- Work with you so you get the help you need
- Link you to the right people who can help, if that's not us
- Continue to check-in with you until you don't need or want us to



Linker

COMMON PRINCIPLES & STANDARDS

1 We're client centred

We will all contribute to a client-centred service system through which:

- Clients receive proactive help to get the right support.
- Support is tailored to client needs and evolves with them.
- The right services are made available to meet client needs.
- The whole of the family is cared for.
- Every service feels consistent, supportive and empowering.

2 We're better together

As a linked network of organisations we will:

- Treat people like a human being, not a piece of paper.
- Keep clients needs at the centre of our work.
- Act in the client's best interest, ethically and transparently.
- Work together as a single service system to achieve better outcomes.
- Ensure every organisation in the network delivers consistent, supportive and empowering services.

3 We empower clients

- Linkers work collaboratively with clients to help give them control of their circumstances.
- The services are adapted and tailored to suit the needs and preferences of clients and not the other way around.
- There is absolute clarity on how to get the right support.
- We will work with clients to help them improve their lives.
- Where there are children, they are always at the centre of what we do.

4 We make positive interactions

- We treat every client as if they are our most valued client.
- The quality of our support is absolutely consistent across the network.
- Our cross-organisational collaboration and working together is so good clients think it's seamless.
- People always leave with the support they need.
- Clients love spending time with us.

5 We're flexible

- We are flexible enough to ensure the right service is available to meet specific need of the client.
- We are flexible and find innovative ways to provide clients with the suite of services they need, without them having to fit into existing programs.
- We work with FACS to ensure contracts provide the flexibility to do this.
- We keep up to date with new methodologies and ways of working.
- We actively seek Linker training and embrace the Linker Network approach.
- Leadership commits to ensuring staff are supported to be Linkers.
- We are constantly innovating to meet client needs.

6 We share

- When clients give permission we share information so that they don't have to tell their story more often than they want to. This helps them to feel heard, avoids retraumatisation and minimises duplication of work.
- We use a shared brokerage system to ensure that clients have access to resources regardless of if a particular service can offer it themselves.

7 We learn

- The Linker Network proactively collects and uses client feedback to ensure a continuous improvement process of service delivery.



WE ARE ALL *Linkers* BECAUSE WE



1 Put the client at the centre of what we do

- Prioritise the needs of the client over the needs of the organisation
- View clients within the context of their relationships, their family, and their community

2 Treat every client with dignity & respect

- Treat clients as partners, not victims
- Don't blame people for their current situation
- Take a non-judgmental attitude
- Use empathetic, respectful language

3 Ensure our clients have positive experiences

- Form high quality relationships with our clients
- Are professional, welcoming, and friendly
- Promote a high quality customer service ethic
- Use plain language, not jargon

4 Give clients the support they really need

- Have a 'no wrong door' policy
- Proactively collaborate and connect with other service providers
- Have persistence and a 'can-do' attitude
- Follow up with our clients to ensure that they have received the support they need





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