

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

