

# A Collaborative Practice Model for Client-Centered, Coordinated Service Delivery

At the heart of the Linker Network model is the belief that we can deliver better service if we, as a sector, collaborate and coordinate our efforts. In everything we do, from how we welcome clients, to our referral processes, to how we pool together resources, if we are easy to find and act as a network, our clients will feel supported and cared for by the servicesystem and the community.

## Refreshingly Simple

Every interaction is designed to feel as effortless as possible – for clients and for service providers

## 2 'Always Welcome' Approach

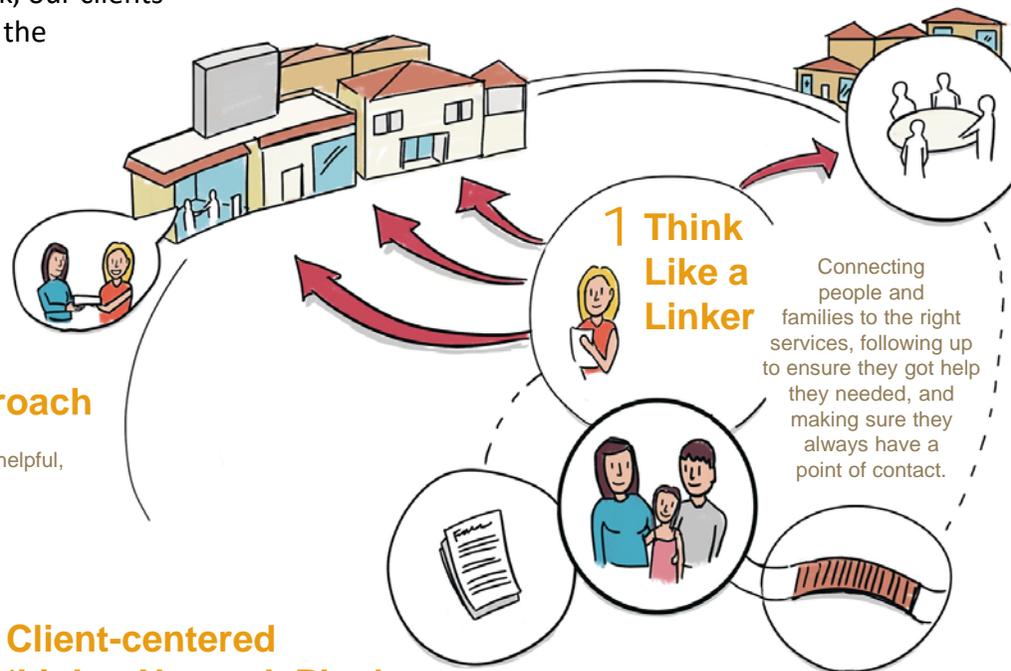
'First contact' with services feels welcoming and helpful, rather than as an assessment or intake. Service providers see themselves as part of a larger, integrated service community, not limited by their organisation's services. Clients feel they have been listened to and treated with respect. Embedding a customer service culture.

## Flexible to Need

Services understand and tailor support to individual needs

## 7 Collaborative Practice Groups (Place-based) Local Linker Networks

The mechanism for orgs to meet face to face and work collaboratively to coordinate and integrate service delivery to address the unique needs of a local area.



### 1 Think Like a Linker

Connecting people and families to the right services, following up to ensure they got help they needed, and making sure they always have a point of contact.

## Child, Youth & Family Focused

The needs of the child, youth and family are at the heart of everything

## 3 Client-centered 'Linker Network Plan'

To give client agency, this one-pager co-authored by the client outlines their goals and which providers will be involved in helping them. They can choose whether or not to share their plan with providers.

## Working Together

The service system works together to support people and families holistically

## 6 Common Principles, Standards, Induction & Training

Provides clarity about what's expected, gets everyone on same page, creates accountability, shared commitment and consistency and gives services confidence when referring clients to other services. Gives clients a sense of safety and predictability.

## 5 Common, Non-Stigmatising Branding

A shared name and logo sitting alongside existing branding to help clients identify all providers where they can get help.



## 4 Coordinated Family Support

An intentional and proactive step by one or more services to ensure that client help is provided in a coordinated way.