

What other service providers in the Network have said

What are the benefits of having common principles and standards?

- Clarity about what is expected of organisations in the Linker Network
- Everyone being on the same page about what is expected makes all of us more accountable to each other
- Consistency across organisations, makes it easier to network
- Clearer options for assistance and service means a speed up referral process
- Gives clients a sense of safety and predictability
- Give service providers confidence when referring clients to other services
- Helps build a shared commitment to closer communication and client-centred collaboration
- Clearer options for assistance and service
- Better outcomes for clients: via a supported network, experience and knowledge shared across the region
- People, families and the community have more confidence in the whole sector

How can we promote/uphold common principles and standards in our organisations?

- By involving them in all position descriptions and referring to during recruitment process
- Investing time in orientation of new staff so they know and understand our common principles and standards
- All organisation have the common principles and standards integrated into their policies

- Having them on display for staff and clients to see
- Referring to them in staff meetings
- Incorporate into worker induction/training/supervision/appraisals
- By keeping discussion and learning opportunities open for workers & volunteers
- Managers within the network support and mentor each other on how to uphold principles and standards
- Share and reproduce good practice examples across the network
- Foster healthy complaints culture
- Leadership within management (model good practice/performance)
- Call out behaviours that don't meet our common principles and standards

How can we challenge/support other organisations in the Network who don't uphold our common principles and standards?

- Develop agreed steps/systems within the Local Linker Network that is respectful and confidential
- Collectively agree on how to 'report problems' in a safe and constructive way
- Establish agreed consequences/supports for failure to meet standards
- Foster a culture of healthy peer support and peer pressure
- Agree on a self assessment tool that can be internally administered by the Network
- Organisations should role model good principles and standards so others can follow
- Look at examples of good and bad practice (review case studies) to form an evidence base for shared expectations