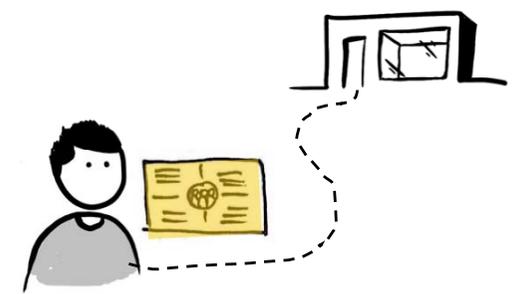


PROCESS FOR THE LINKER NETWORK PLAN



Build rapport with the client

The Linker Network Plan (LNP) is intended to be completed with clients who you've already built rapport with.

You are ready to start creating a LNP when:

- A degree of rapport has been established
- The client has expressed a desire for additional support and it feels like a natural opportunity to suggest a LNP

Introduce the LNP

1. Start by asking if the client has completed a LNP before.
2. Introduce the what and the why:

What: "This is your plan. It's about capturing what's going on in your life..."

Why: "...so that together, we can figure out who and what can best support you."
3. Check whether the client is interested in going ahead with creating the plan.
4. Ask whether they would like to fill in the plan themselves, or whether they would prefer to fill it in together. You may already know some key information about the client from past discussion and this can be filled into the relevant sections of the capture template.

Have the LNP conversation

The goal of doing a LNP is to help clients articulate and track their own needs and goals. Having the right conversation is an integral part of creating a LNP that will be meaningful and helpful to clients.

When having the LNP conversation:

- Take a strengths-based approach – focus on recognising and building on their achievements
- Use the capture sheet to record and track key goals, achievements, and opportunities for growth
- Keep the tone of the conversation informal and friendly
- Set the right expectations and boundaries
- Ask if the client consents to sharing their information. Feel free to use 'How We Use Your Personal Information' sheet (p.17) to help you do this.

Wrap up and determine next steps

When wrapping up the conversation, remember to:

- Fill in the second section of the template (see page 20)
- Ask the client to take a photo of the document for their own reference (keep / doesn't want to keep it – why/why not)
- Keep a copy of the capture sheet for your reference (photocopy, scan or take a photo on your phone) and enter into the client data management system

See page 17 of the guide for a more detailed step through.

See page 16 of the guide for a more detailed step through.

Having the LNP conversation

There are five main sections that a good LNP conversation should cover. Below is a breakdown of the key things that are useful to cover in each section, and a few prompts you may use to help you and the client do this.

1. What's working right now?

KEY THINGS TO UNCOVER

- What a client's holistic needs are (beyond their immediate needs)
- Positive things about their current situation
- A client's individual strengths, interests, and abilities

PROMPTS

- What are you most excited about doing?
- How are you doing? How do you feel about that?
- What do/did you enjoy doing?
- What are you good at?

3. How can I get there?

KEY THINGS TO UNCOVER

- What a client thinks they can do to improve themselves and their wellbeing
- A client's support network (friends, family, neighbours, professionals)

PROMPTS

- What do you think you'd need to do to overcome that?
- Who are the people most important to you?
- What needs to happen before you'd be able to do that?
- How could I help you? Is there anyone you know or a place you could go to to get help with that?

My name: _____ Date: _____

1. What's working right now? 2. Where do I want to be?

3. How can I get there? 4. Who will support me?

Your consent (permission to share)

My next step is: _____

Linker's name: _____ Organisation: _____ Contact: _____

5. My next step is...

KEY THINGS TO UNCOVER

- An immediate action that can be taken to bring the client a step closer to addressing their needs

EXAMPLES

- "To attend an appointment with XYZ Services"
- "To get in touch with Jane at the Community Centre"
- "To come back tomorrow for a longer conversation"

2. Where do I want to be?

KEY THINGS TO UNCOVER

- A bigger picture perspective on what a client's long-term goals or ideal situation is.

PROMPTS

- Let's assume for a second that a particular barrier didn't exist. What would that look like for you?
- What do you want to be thinking, feeling, or saying in the future?
- What do you want others to be thinking, feeling, or saying about you in the future?

4. Who will support me?

KEY THINGS TO UNCOVER

- Allow space for the client to name their own supports before you make recommendations
- Individual and community resources clients can turn to for support (e.g. neighbours, community centres) – these can be non obvious and may require further prompting
- The client's consent to share their information (page 21)

PROMPTS

- In an emergency situation, whose number would you give someone to contact?
- Where do you go when you're not feeling at your best?
- Who do you turn to when you need someone to talk to?

*Don't forget you are part of the Linker Network, the best support for this client might be with another provider

Wrapping up and next steps

It is important to get consent from the client to share their information. Use the form below to help clients talk through how the Linker Network will use their personal information.

'Consent to Share Information' Form

How we use your personal information

By signing this consent form, you give us permission to share your information within the Linker Network and to other relevant services.

What is the Linker Network?
The Linker Network is group of service providers that work together to help you get the support you need.

Why would you share my personal information?
We can connect you with the right support or service more quickly if we share information about your current situation with organisations that may be able to help you.

What information will be shared?
Information you provide to us.

Can I refuse to have my information shared?
It is up to you to decide what you tell us. In most cases it is up to you to decide whether or not we share the information you provide.

When would you share my personal information without my permission?
There are some situations, generally when we are worried about your safety or someone else's safety, where we must provide certain information to Family and Community Services (FACS).

Can I refuse to have my information shared with particular organisations?
Yes. You can list organisations that you do not want to have your information shared with.



Date:

My name:

My signature:

Witness name:

Organisation:

Signature:

Please don't share my information with...

The 'tell your story once' philosophy is I think really important because you can see that program fatigue, referral fatigue, that checklist fatigue that our families have. They're tired, they feel like 'I've said it before, why do I have to say it again?' so I feel like that's really important, its made a difference, it speeds up the process as well.



SECTION
4