

# Key Principles & Elements

## Client centricity

- The experience and needs of the client must be placed at the centre of practice to guide appropriate support and positive interactions with the service system
- Flexible approaches tailored to suit the needs of the client are paramount to delivering successful outcomes

## No Wrong Door

- Enabling clients to seek support and access the service system at any entrance point removes a key barrier

## Local approaches for local communities

- Service delivery informed by comprehensive knowledge of local needs and priorities has the most impact on communities
- Key priority areas and challenges must be identified through collaboration with community members and service users

## Evidence informed

- Adopting continuous improvement principles promotes better service delivery, ensuring successful outcomes for communities
- New and existing research and practice wisdom drives quality outcomes

## Collaborative approach

- Communities of practice where new approaches, data, skills and information are shared improve service delivery

## A Skilled and Professional Workforce

- An emphasis on professional development at all levels of organisations to ensure continued quality of service delivery
- Clear pathways for entry into the workforce and advancement in the industry

## Robust business practice

- A focus on transparent, strategic governance promotes organisational growth
- Astute financial management provides the stability required to make a positive impact in the community

Three key elements of a place based integrated service have emerged from our work, with some key considerations/functions within each, as follows.

## Service Elements

- One on one engagement (where I see there is opportunities for alignment between the linker model and the blueprint)
- Program engagement
- Community engagement
- Digital engagement

## Leadership and Development Elements

- Local strategy and planning (including community indicators, data, investment and evaluation)
- Multi and cross sectoral partnerships
- Service coordination (where I see there is opportunities for alignment between the linker model and the blueprint)

## Business Elements

- Workforce guidelines
- Financial sustainability
- Governance
- Infrastructure