


Case Study


To give you a better sense of how the elements of the Linker Network model might work together in practice, we have created a narrative of an ideal experience we want clients to have in the system.

The story features Jill, who is seeking some form of support for her young daughter Sally. While just an example, we hope it helps you to better understand how everything that has been covered in the Playbook.


Please note that this is just one example of one experience. It has been designed intentionally to demonstrate a number of key Linker functions. We understand the work we do with people, families, and communities is **not linear**, and that not every provider will have the same capacity to engage clients in this way.



What happens isn't as step by step as the playbook sets out. But it's a good guide.



There are some of the Linker elements that we don't have the expertise or capacity to do, but what we can provide is a warm welcoming centre. It's about doing the bits that we're able to.



It kind of gave me a bit more direction and purpose – it gives a name to what we're already doing and gives us encouragement to go the extra mile for people.

THE SERVICE MODEL IN PRACTICE – JILL'S STORY

1

The Back Story...

Jill's daughter Sally has been having difficulty fitting in at preschool. She cries and clings to her mother every morning when being dropped off, and she finds it difficult to participate in her group activities during the day. She regularly asks staff how long it will be until she can go home, and finds any changes in the routine extremely difficult to cope with. At home, she regularly engages in repetitive behaviour and throws tantrums for little obvious reason.

Jill is worried that there is something wrong with her daughter. The preschool is blaming the parenting Sally receives, and seems to suspect that she is being mistreated. Jill doesn't know what to do, or who to ask for help.

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2

Jill is walking through the local shops when she sees a sign saying 'Linker Network', and decides to walk in.



3

The organisation Jill enters is a youth services provider.



4

Jill is welcomed with a smile. The worker says, "I'm Bill. Please take a seat over here. Can I get you a cup of tea or glass of water?"

● 'Always Welcome' Approach

> See Page 44

5

Once seated, Bill asks, "How can I help you today?" Jill tells her story. After 10 minutes, Bill has a good general understanding of Jill's situation, and she appears to be relatively comfortable talking to him.

6

Bill then explains that he cannot help Jill directly, but he would be delighted to be her Linker, which means that he will connect her with someone who can provide the assistance she is seeking.

● Linkers

> See Page 47

8

With Jill's agreement, he starts a Linker Network Plan.

● Linker Network Plan

> See Page 51



7

Bill asks Jill if she would mind him taking some notes and asking a few questions to make sure he is as helpful as he can be.

13

Bill provides Jill with:
- A referral card
- A copy of the LN plan

14

Bill calls Jill following her appointment to check-in.

Jill explains that her daughter may have autism spectrum syndrome and will now need to have her daughter formally assessed. While upset at being told this, she is relieved that she may be on the path to getting her daughter the help she needs.

9

During the process, Bill discovers that Jill and her husband have been under a lot of stress, and her husband has begun drinking heavily. This has put a strain on their already limited finances, which leads to even more stress.

10

Jill explains that her immediate priority is her daughter, and that she would like to tackle this issue first.

11

Bill is aware of a local child and family support provider that has psychologists and occupational therapists that conduct preliminary assessments for children who may have additional needs.

12

Bill then calls the service provider and makes an appointment for Jill to attend a clinic the following day.

15

Bill says he is happy she has found some support and that Jill is welcome to contact him in the future. He offers to check in with her in a couple of months to see how everything is progressing.