

Readiness Checklist

Check off your progress to make sure you don't miss anything!

SECTION 2 – IN YOUR ORGANISATION

Common Principles and Standards

The LN Principles & Standards have been adopted by your organisation and you have taken steps to embed them into your daily work.

Customer Service Culture

Staff have the training and supervision needed to deliver great service to clients, and management are committed to a healthy culture of high service standards.

Common Training and Induction

All staff have completed the 'New Linker Induction' modules on the website and relevant staff are booked in or have attended face-to-face Linker network training.

Common Branding

The Linker Network logo is clearly visible and easy to identify to people accessing your service.

SECTION 3 – WITH OTHER ORGANISATIONS

Collaborative Practice Meetings

You have made contact with a representative from your Local Linker Network and have all the information you need to attend and participate in the next meeting.

Shared Systems

You are ready and willing to work with other members of your Local Linker Network to adopt and use shared systems and tools.

Collective Brokerage

You have read and understood the framework for the Collective Brokerage system and are ready to discuss it further with your Local Linker Network partners.

Place Based Integrated Services

You have read and understood the framework for Place Based Integrated Service.

Readiness Checklist (contd.)

SECTION 4 – WITH YOUR STAFF

- 'Always Welcome' Approach**
You and your team have completed a self assessment and have implemented all reasonable improvement actions. You are committed to continuous improvement.
- Thinking Like a Linker**
As an organisation you have the necessary internal capacity to ensure that people get warm supported referrals and follow-ups to ensure they don't 'fall through the gaps'.
- Client Centred Plan**
Staff have access to the Linker Network Plan and have the necessary skills and knowledge to use it effectively with clients when needed.
- Co-ordinating Client Support**
Staff understand their responsibility to proactively investigate opportunities for multi-service coordinated client support and have the knowledge and skills to do so.



Helpdesk

If at any time you run into a problem, feel like something doesn't fit, or you can't make sense of something in the Playbook, please ask us for help by sending an email to:

helpdesk@linker.org.au