

Implementation Plan

Follow these suggested steps to become a Linker Network organisation

PHASE 1 – MANAGE THE CHANGE

Be Committed

Effective change management requires a clear commitment from the leadership of the organisation. The first step to implementing the Linker Network in your organisation is ensuring that your leaders / decision makers are 100% committed to these changes.

Build Buy In

Along with the first step, you need to create in the minds of those you want to enlist a very compelling picture – a vision – of how much better it's going to be once you succeed in making this change. In other words, you need to give people something to change for.

Appoint your Team

Now you need to get some help with the hands on work. You need to establish an implementation team of staff who committed your rationale for change and agree to lead it with you.

Socialise for Success

With a solid case for change and a strong core team beside you to help lead it, you're now ready to go out and starting getting your staff on board. Take time to build everyone's understanding of what this is and, why you have decided to do this and importantly your vision for how things will be better when its done.

PHASE 2 - EMBED EXPECTATIONS

Common Principles and Standards

Ensure your Management Committee or Board have adopted the Common Principles and Standards. Communicate this to staff. This is a tangible and effective way to demonstrate that your organisation is serious and committed to this new way of working.

Take some time to review the Common Principles and Standards, looking for elements that might require a change in how you and your staff approach your work.

Common Training and Induction

Move quickly to ensure that all all relevant implementation staff are booked in or have attended the face-to-face Linker Network orientation training.

Lead staff to complete the 'New Linker Induction' modules on the website. Establish a 'Linker expert' in your org - someone your staff can go to for help.

Update new employee induction policies and procedures.

Communicate your Expectations

Give staff information and a timeline that shows them how and when the Linker Network will be implemented.

Common Branding

Display the Linker Network logo so it is clearly visible and easy to identify to people accessing your service. Put up posters and update your website, email signatures etc.

Implementation Plan (contd.)

PHASE 3 – ENGAGE YOUR NETWORK

Collaborative Practice Meetings

Contact a representative from your Local Linker Network to get all the information you need to attend and participate in the next meeting.

Collaborative Practice Meetings are critical to how the various elements of the Linker Network will get interpreted and implemented in your area, including better service provision coordination. They are also a great place to get advice and support from your peers.

If there is not currently a Collaborative Practice Meeting established and running in your area the LN Coordination Team at FACS will work to get one set up.

Shared Systems

Your Local Linker Network partners will be testing/using a number of shared communication tools to help improve collaboration and ensure effective referrals.

Find out what tools are being used in your area and move quickly to establish and support them within your org.

Collective Brokerage

If Collective Brokerage is being used in your area your Local Linker Network partners will advise you on how that works via your Collaborative Practice Meetings.

Other

Your Local Linker Network, via the Collaborative Practice Meetings, may have determined and established other collaborative practices that you will need to adopt.

PHASE 4 – DO THINGS DIFFERENTLY

Thinking Like a Linker – p49 of Playbook

Develop the internal capacity to ensure that people get warm supported referrals and follow-ups to ensure they don't 'aren't abandoned within the system'.

Customer Service Culture – p18 of Playbook

Complete the self assessment tool and implement all reasonable improvement actions. Commit to system of continuous improvement. Be brave, be honest.

'Always Welcome' Approach – p46 of Playbook

Work with staff to complete the self assessment tool and implemented all reasonable improvement actions. Committed to system of continuous improvement.

Client Centred Plans – p53 of Playbook

Ensure relevant 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 – p58 of Playbook

Ensure staff understand their responsibility to proactively investigate opportunities for multi-service coordinated client support and have the knowledge and skills to do so.