

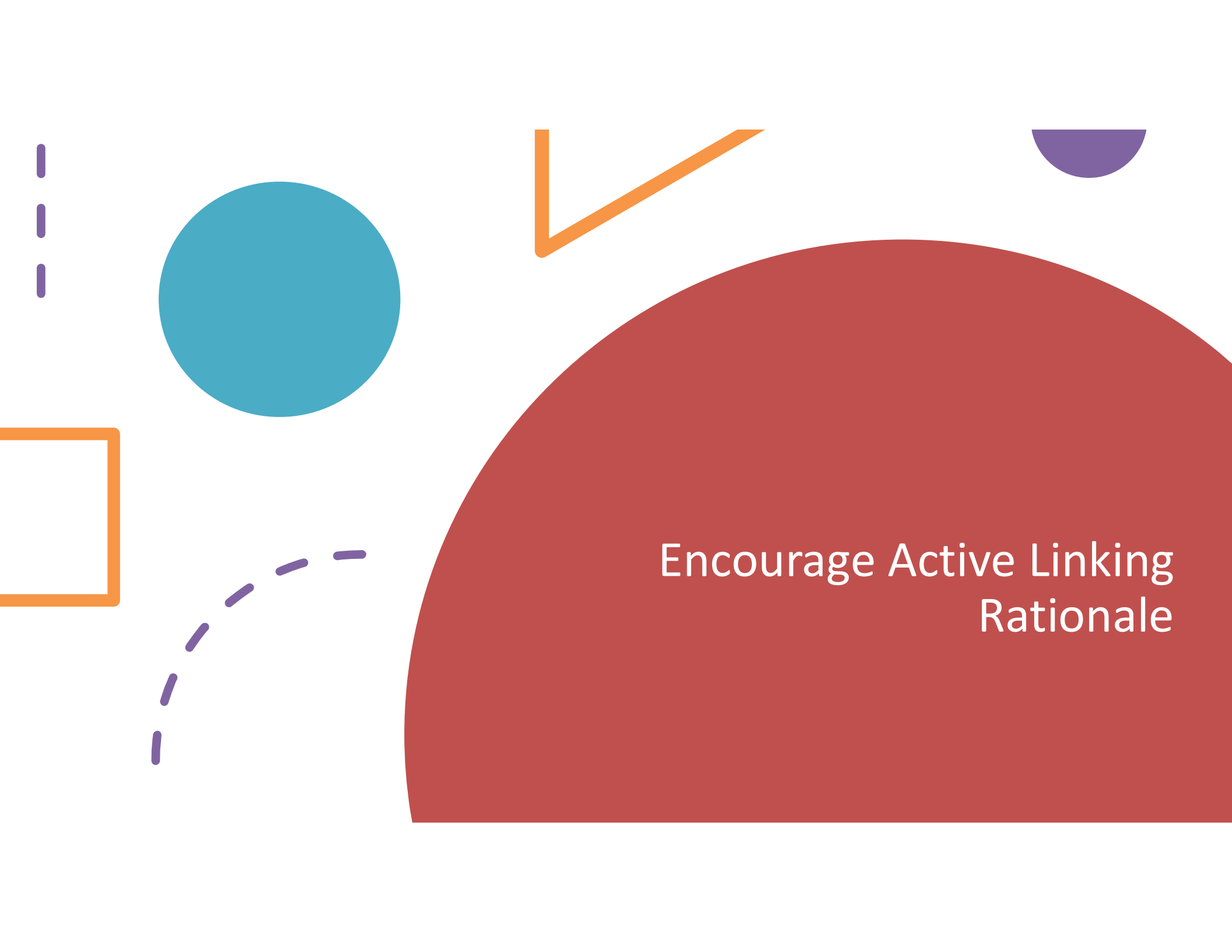


TOGETHER · EVERYONE · ACHIEVES · MORE

WATERLOO NSW

HUMAN SERVICES COLLABORATIVE

# Active Linking



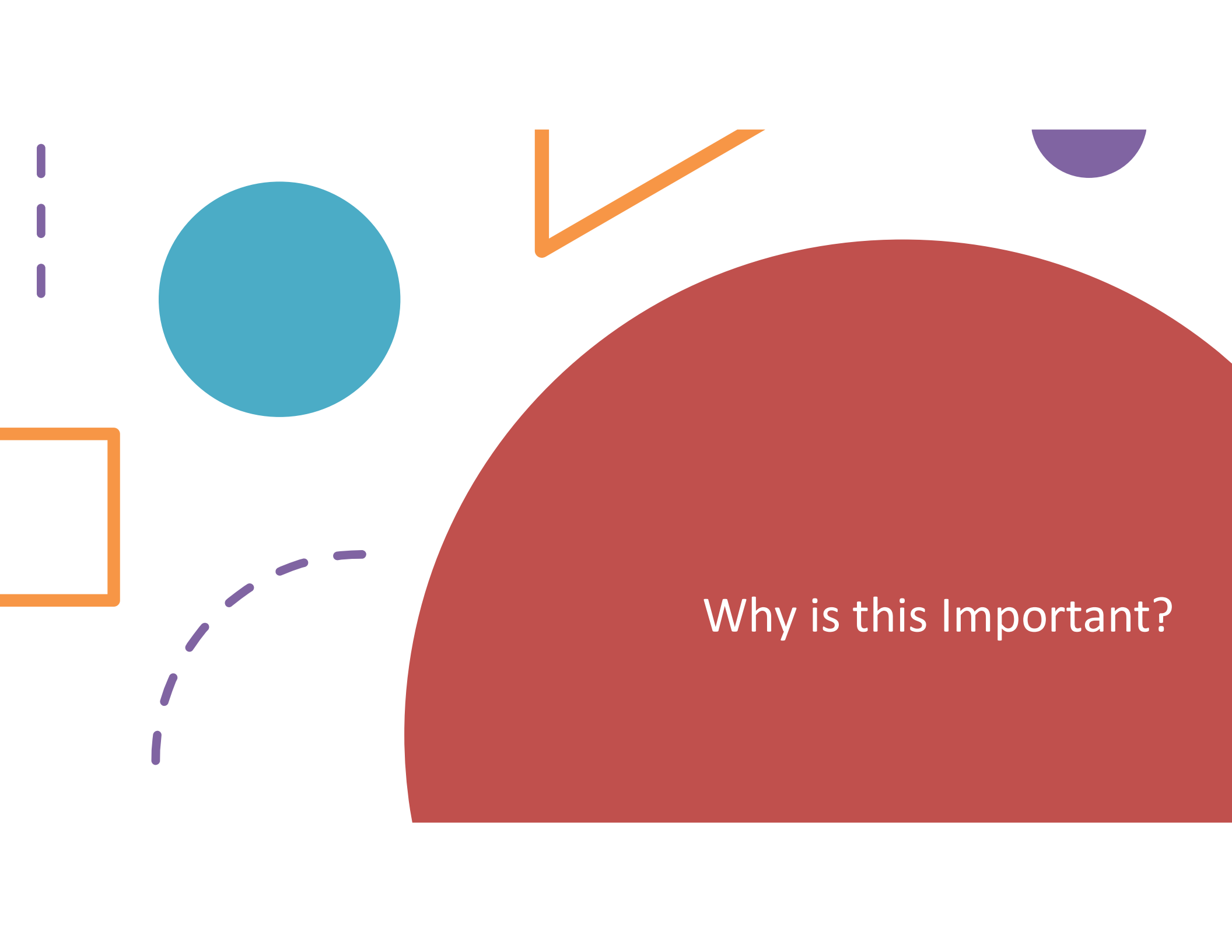
Encourage Active Linking  
Rationale

The image features a white background with several abstract geometric elements. On the left, there is a vertical dashed purple line, a solid teal circle, and an orange-outlined rectangle. Below the teal circle is a curved dashed purple line. In the upper center, there is an orange L-shaped line. In the upper right, there is a purple semi-circle. A large, solid red semi-circle occupies the bottom right portion of the frame, containing the text.

“Making sure people aren’t abandoned within the system.”

Central to active linking will be front line workers knowing and trusting each other. Building trust may happen through joint training, forums, interest groups, interjencies and / or networking events for Waterloo frontline workers.





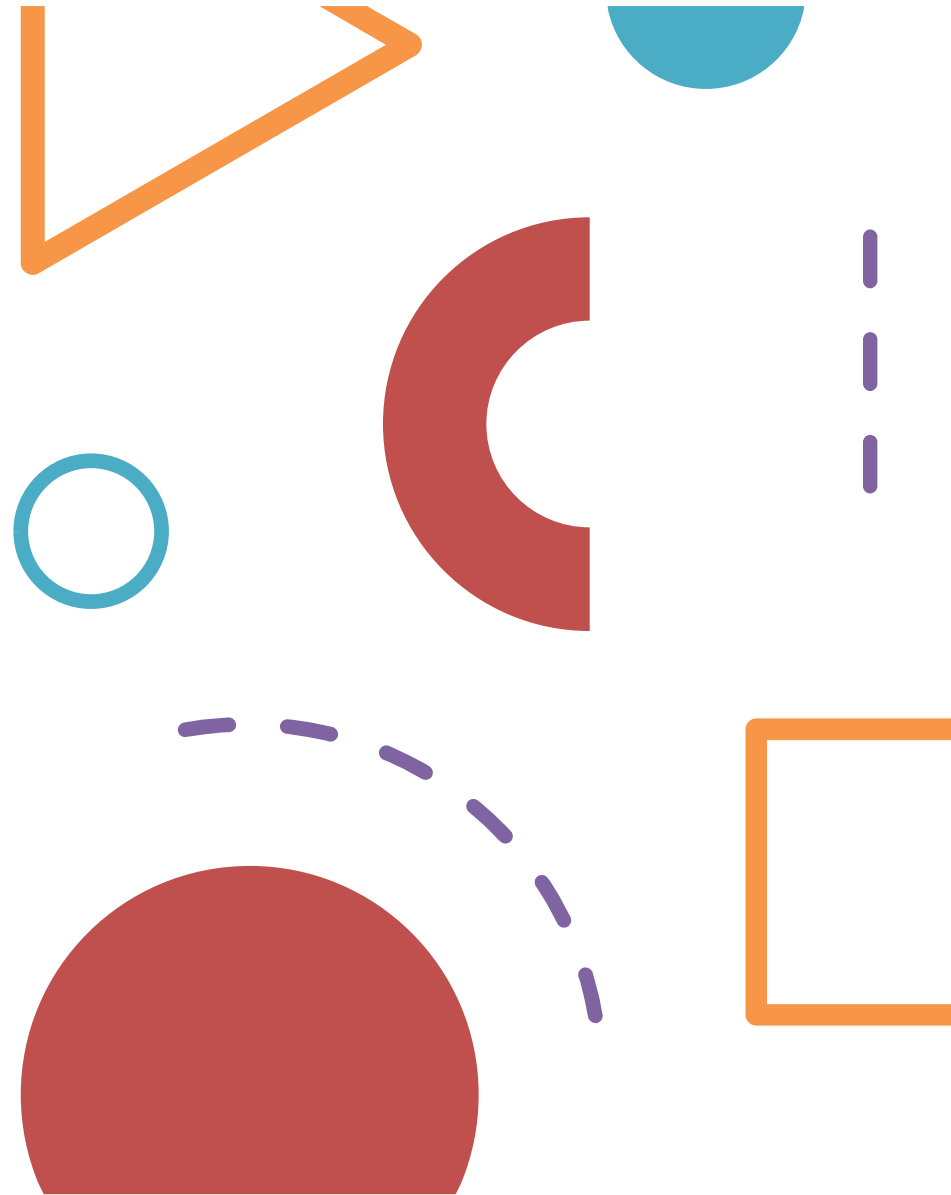
Why is this Important?

We operate in a complex system,  
and for many clients, the  
experience can feel overwhelming.

We want clients to feel understood  
and that they have someone to  
trust. They should feel guided and  
supported through this complex  
process.



An active linker tries to prevent a situation where a client is referred from agency to agency with no single point of contact to help them in times of confusion. The experiences that we aim to create through the Collaborative are:



Think like an active linker – From the client’s perspective, we are interconnected services of the Waterloo Collaborative.



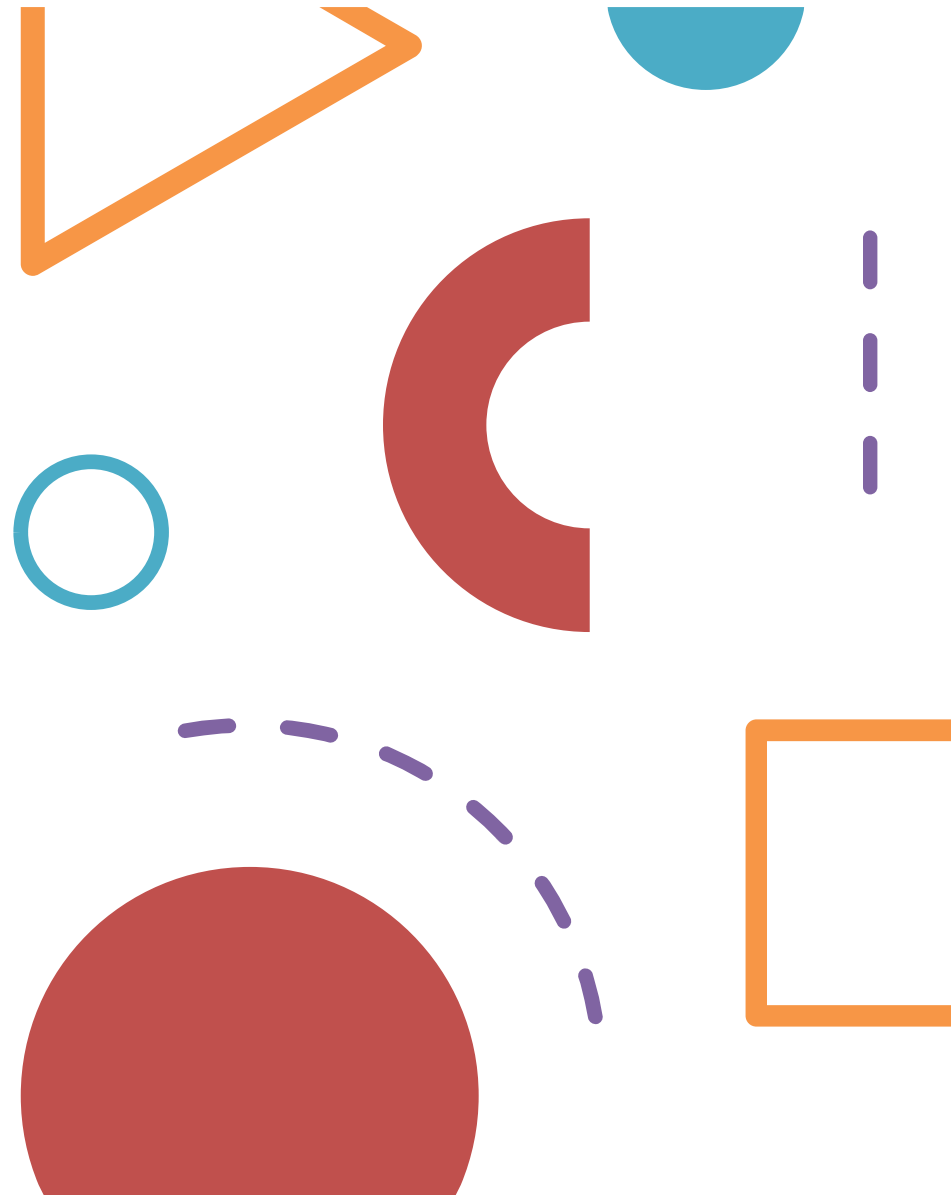
Warm handover – Clients aren't only directed to a service, but are supported in the transition, and only when they are ready for us to let go.



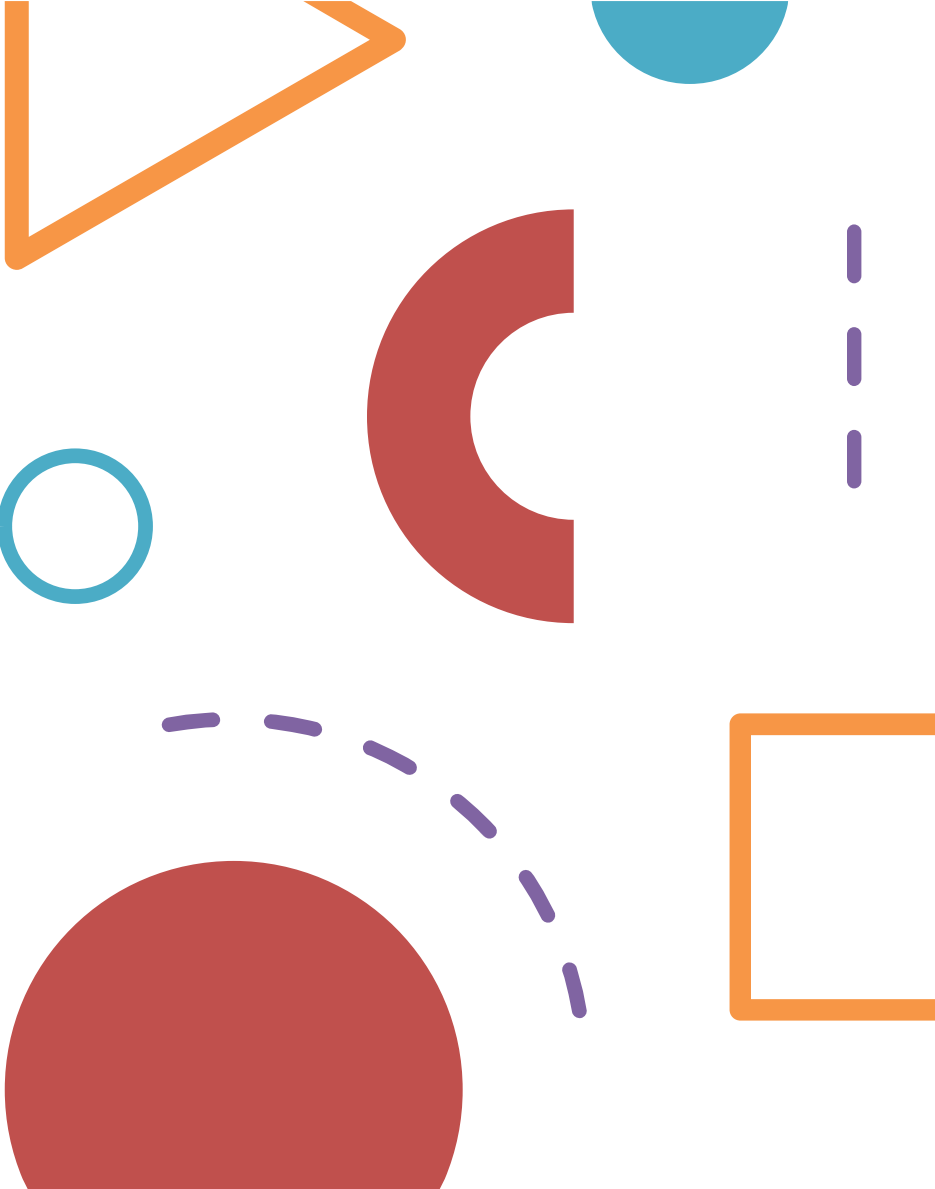
Minimise service users retelling their story – Clients shouldn't have to repeat their story to everyone they meet. Together we'll try to build a shared understanding of our client's situation, context, and history.



Minimise wrong doors – Continuity for the client means when they walk through the front door of one Collaborative organisation it is equal to and feels like they are walking through the front door of all Collaborative organisations. Each organisation should be able to help the person find the service they need.

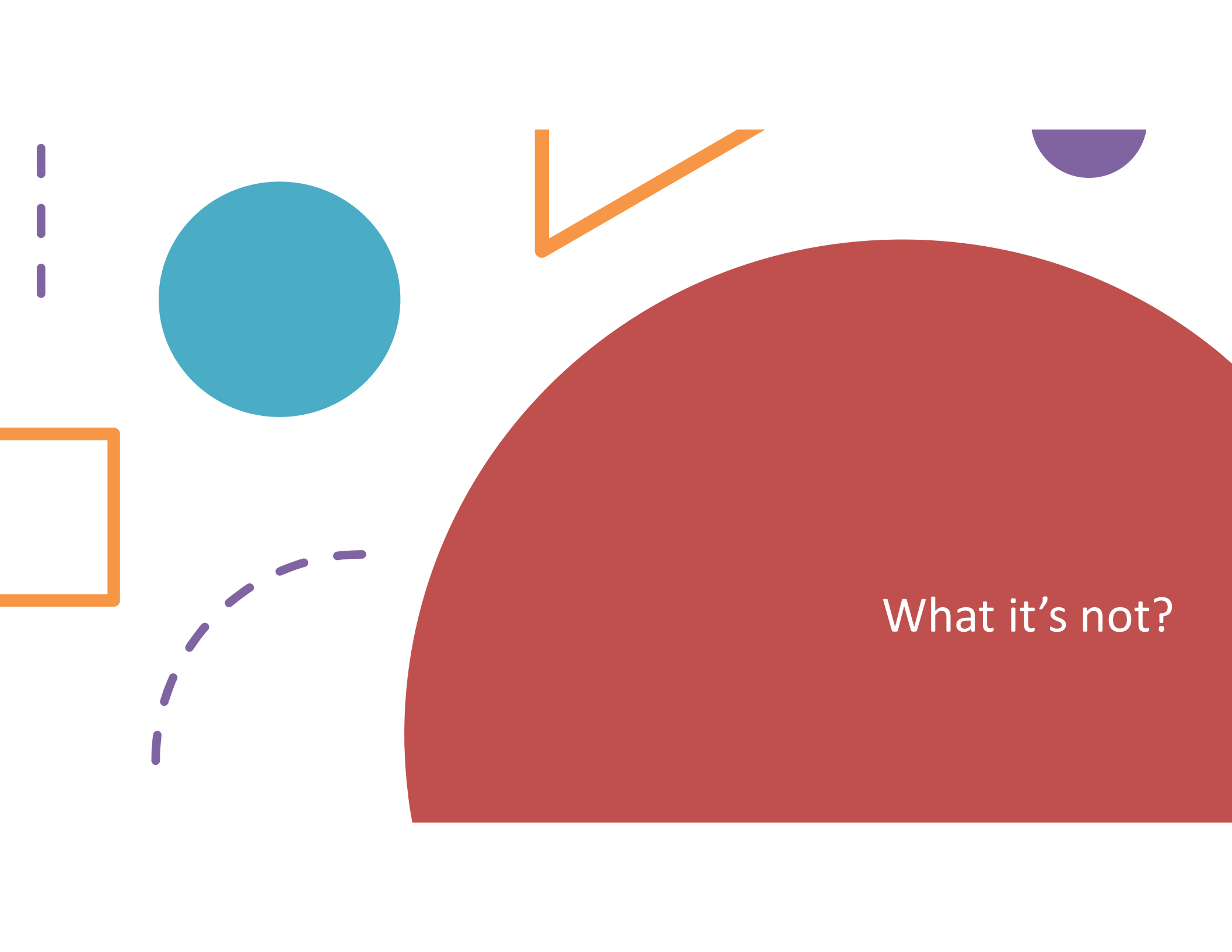


What is this?



Being an active linker means taking responsibility for helping a service user navigate and feel supported within the service system. An active linker helps connect service users to appropriate services and manages the complexity of the system so that the client doesn't have to deal with it.

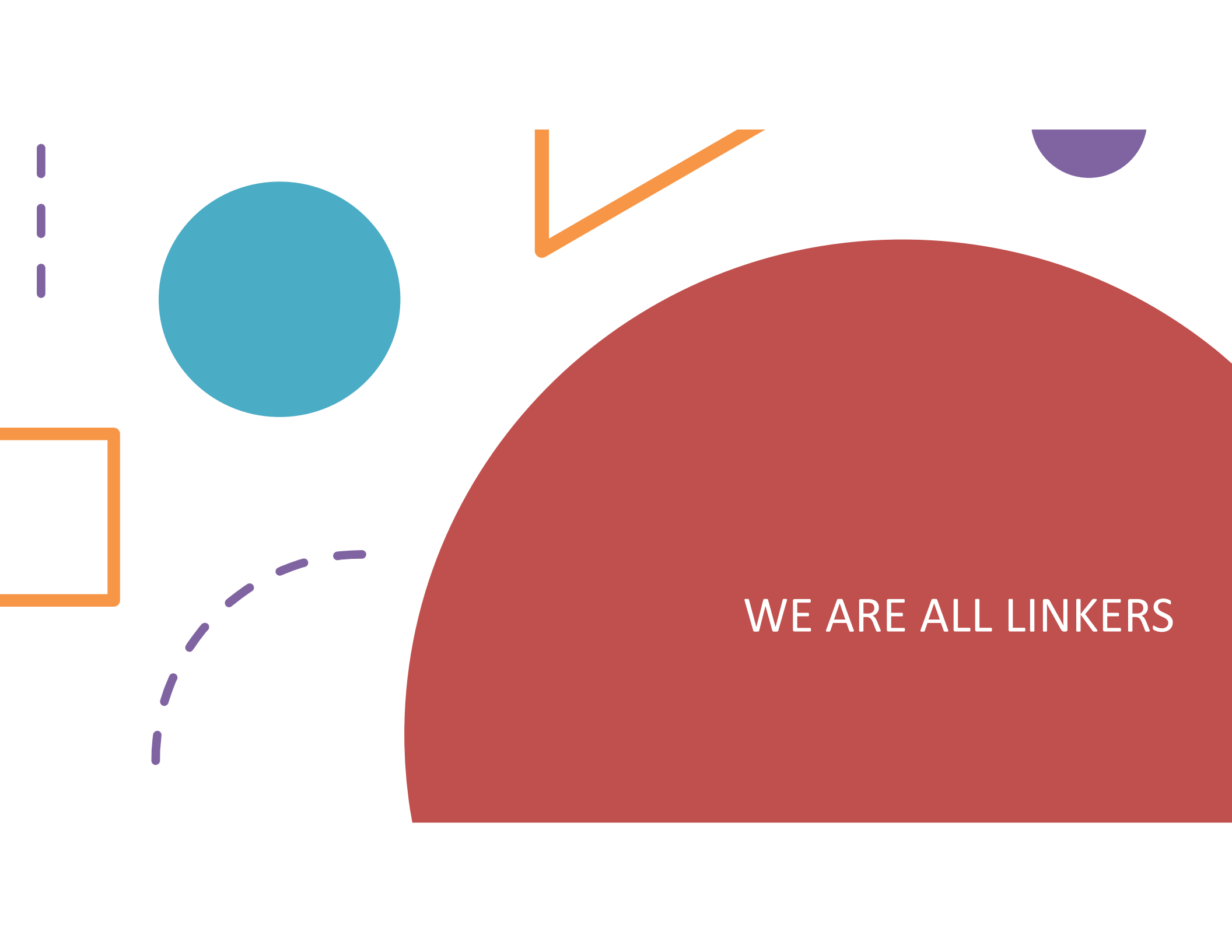




What it's not?

The job of just one person. The ability to act and think like an active linker is a capability that all front-line workers must have.





WE ARE ALL LINKERS



We are all linkers because we:

Put the client at the centre of what we do

Prioritise the needs of the client  
over the needs of the organisation  
(Put people before paper)



View clients within the context  
of their relationships, their  
family, their community and in  
the context of the entire  
Waterloo Collaborative

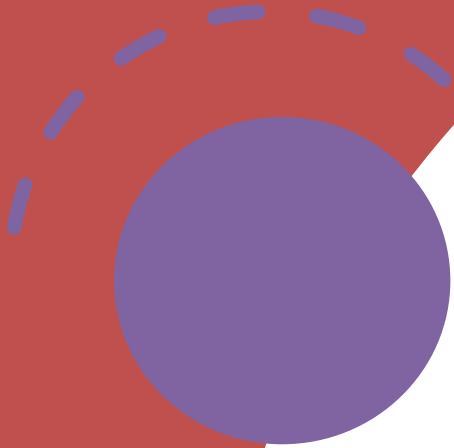




Treat every client with  
dignity & respect

Don't make excuses to avoid providing help  
or support



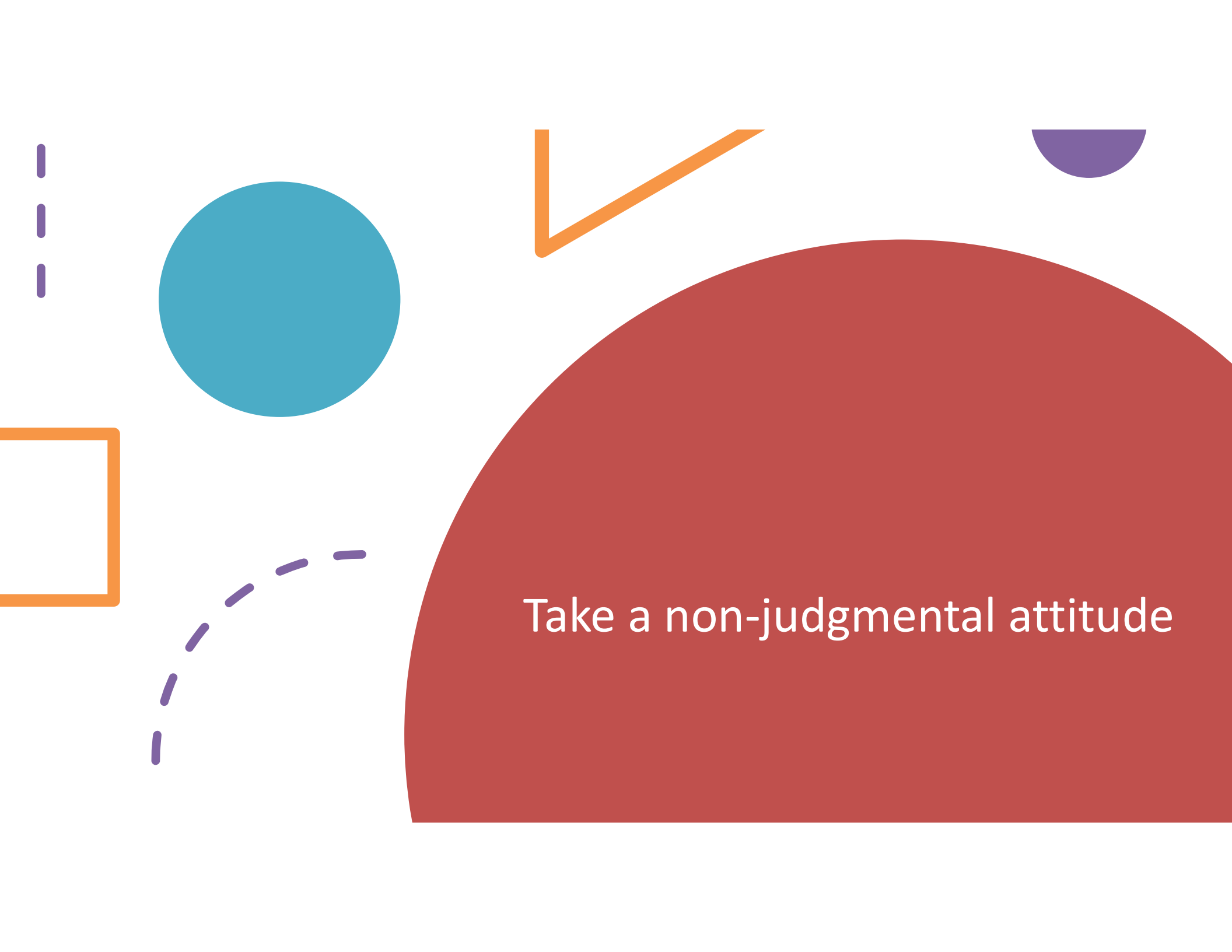


Treat clients as partners, not victims

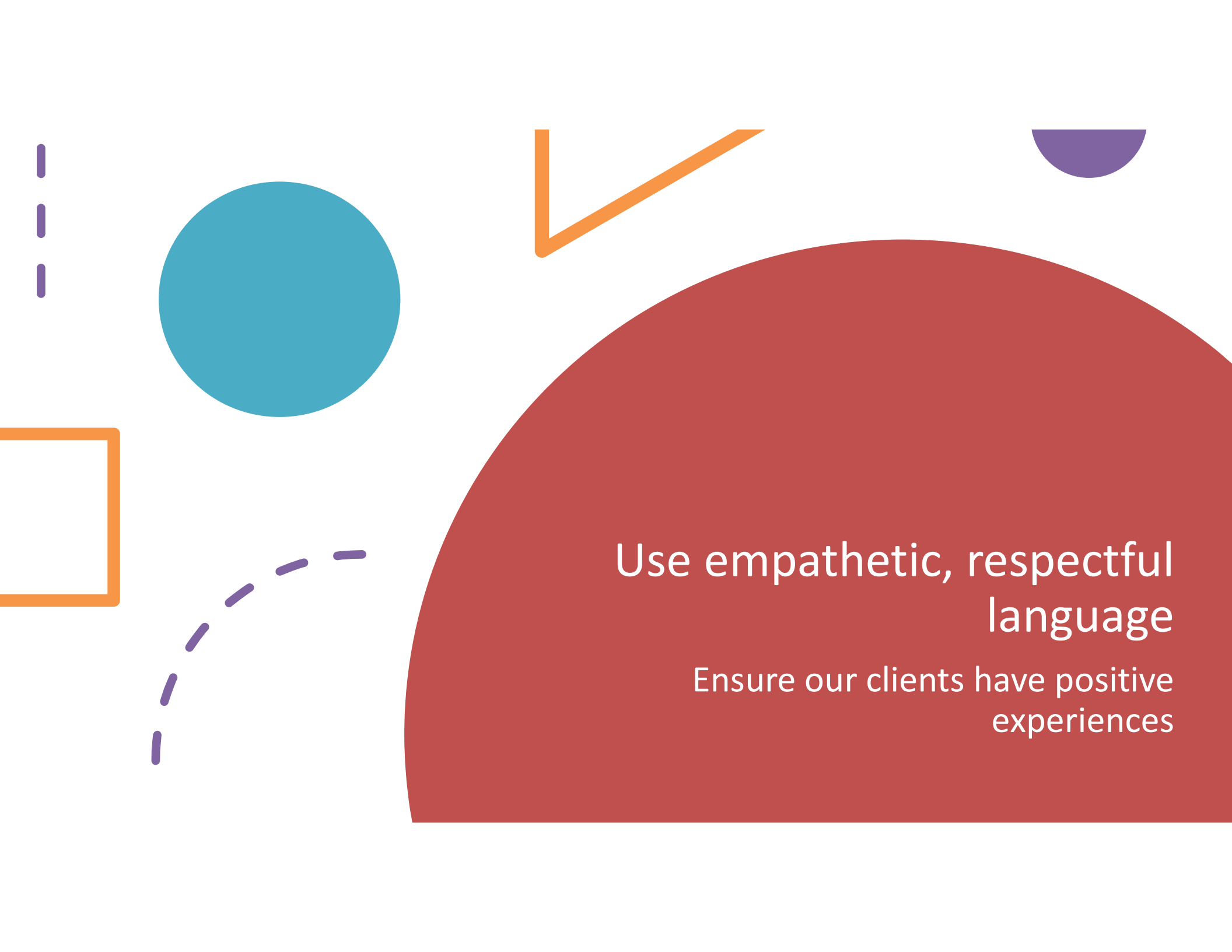


Don't blame people for  
their current situation

Don't pigeonhole clients and their  
needs



Take a non-judgmental attitude

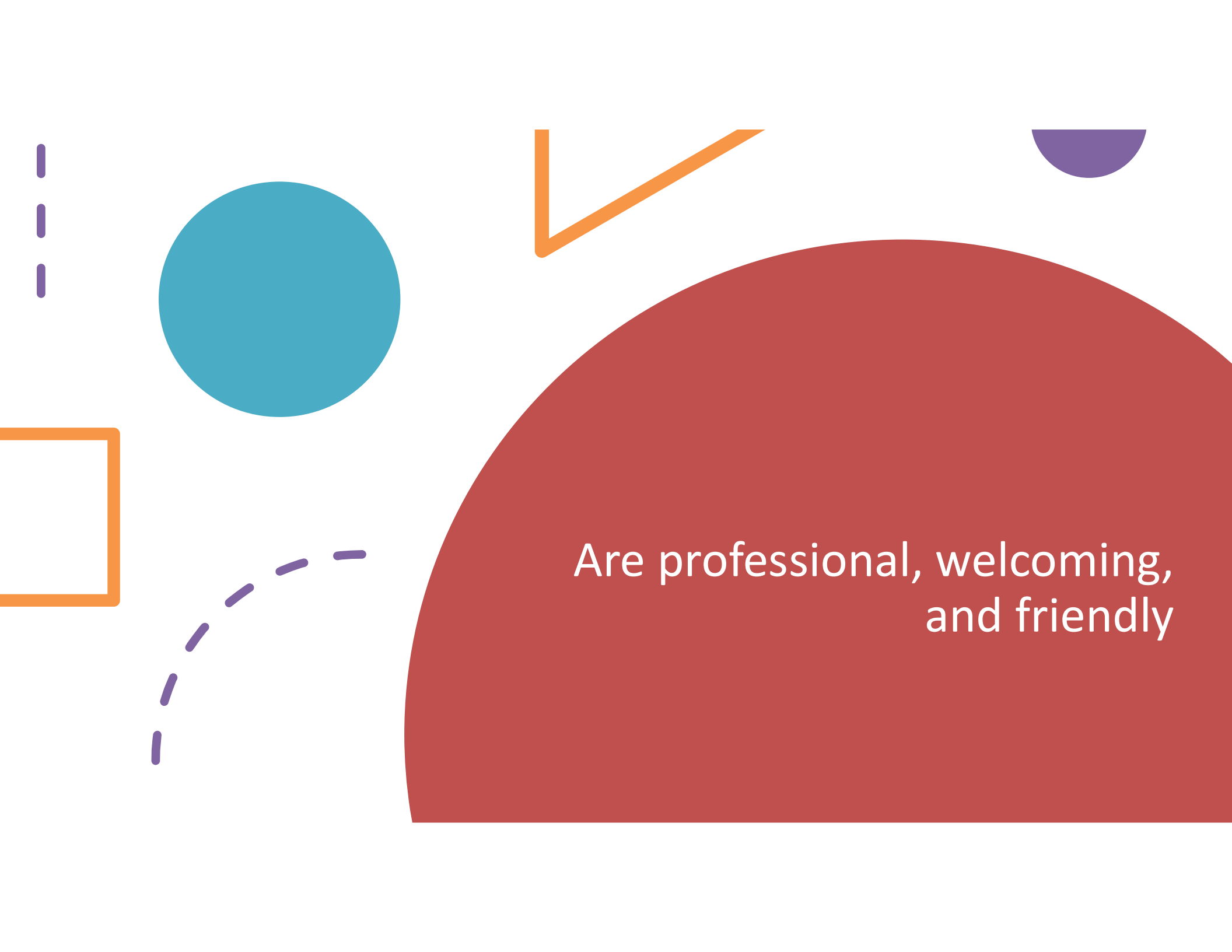


Use empathetic, respectful  
language

Ensure our clients have positive  
experiences

The image features a large, solid red semi-circle on the right side. To its left is a teal circle. Further left are three vertical purple dashes, an orange rectangle, and a purple dashed arc. Above the teal circle is an orange L-shaped line, and above the red semi-circle is a purple semi-circle. The text "Form high-quality relationships with our clients" is centered within the red semi-circle.

Form high-quality  
relationships with our clients



Are professional, welcoming,  
and friendly

The image features a large, solid red semi-circle on the right side. To its left, there is a teal circle, an orange L-shaped line, a purple semi-circle, a vertical dashed purple line, a horizontal orange rectangle, and a curved dashed purple line. The text "Promote a high-quality customer service ethic" is centered within the red semi-circle.

Promote a high-quality  
customer service ethic



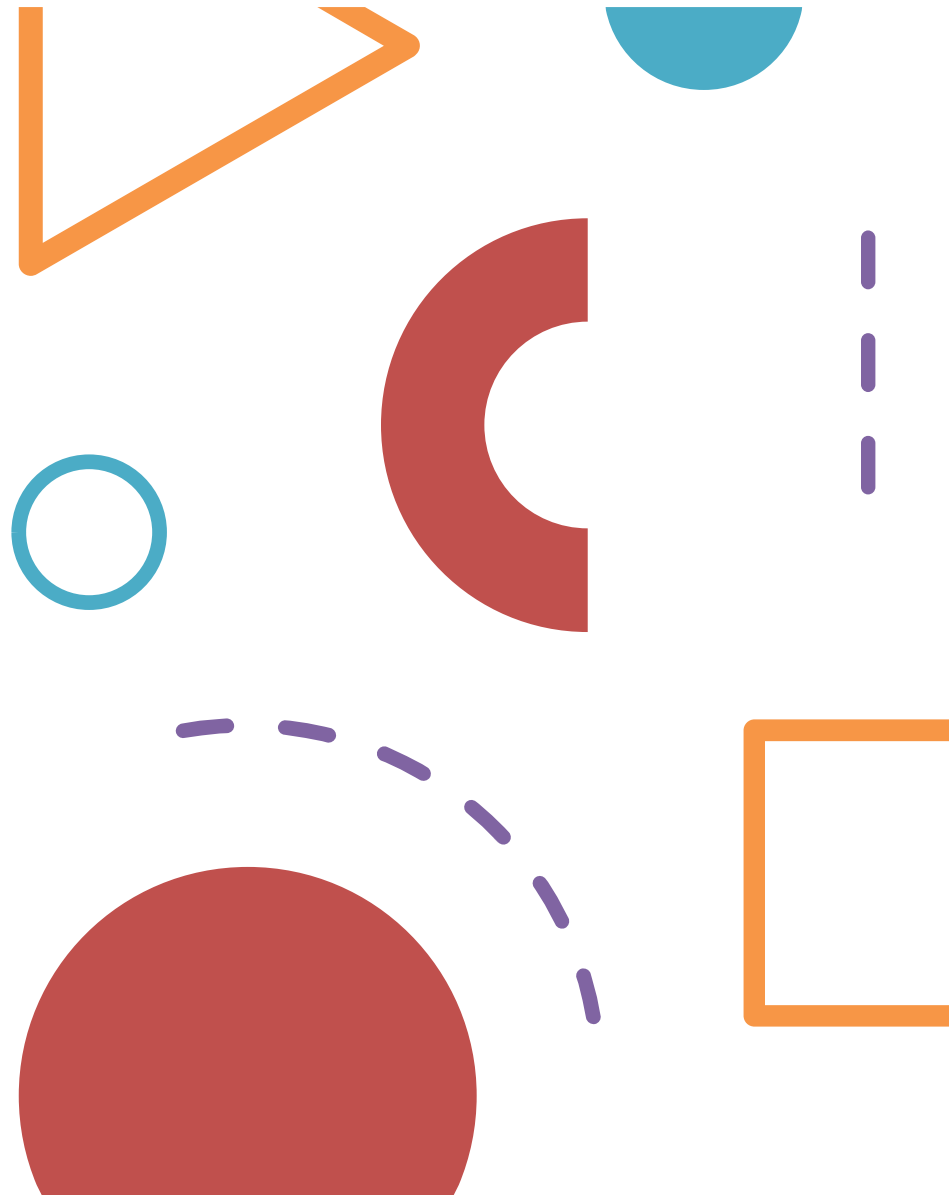
Use plain language, not  
jargon

Give clients the support they need



Have a 'no wrong door'  
policy


Proactively collaborate and connect with other service providers; don't expect clients to navigate the network without support





# Have persistence and a 'can-do' attitude

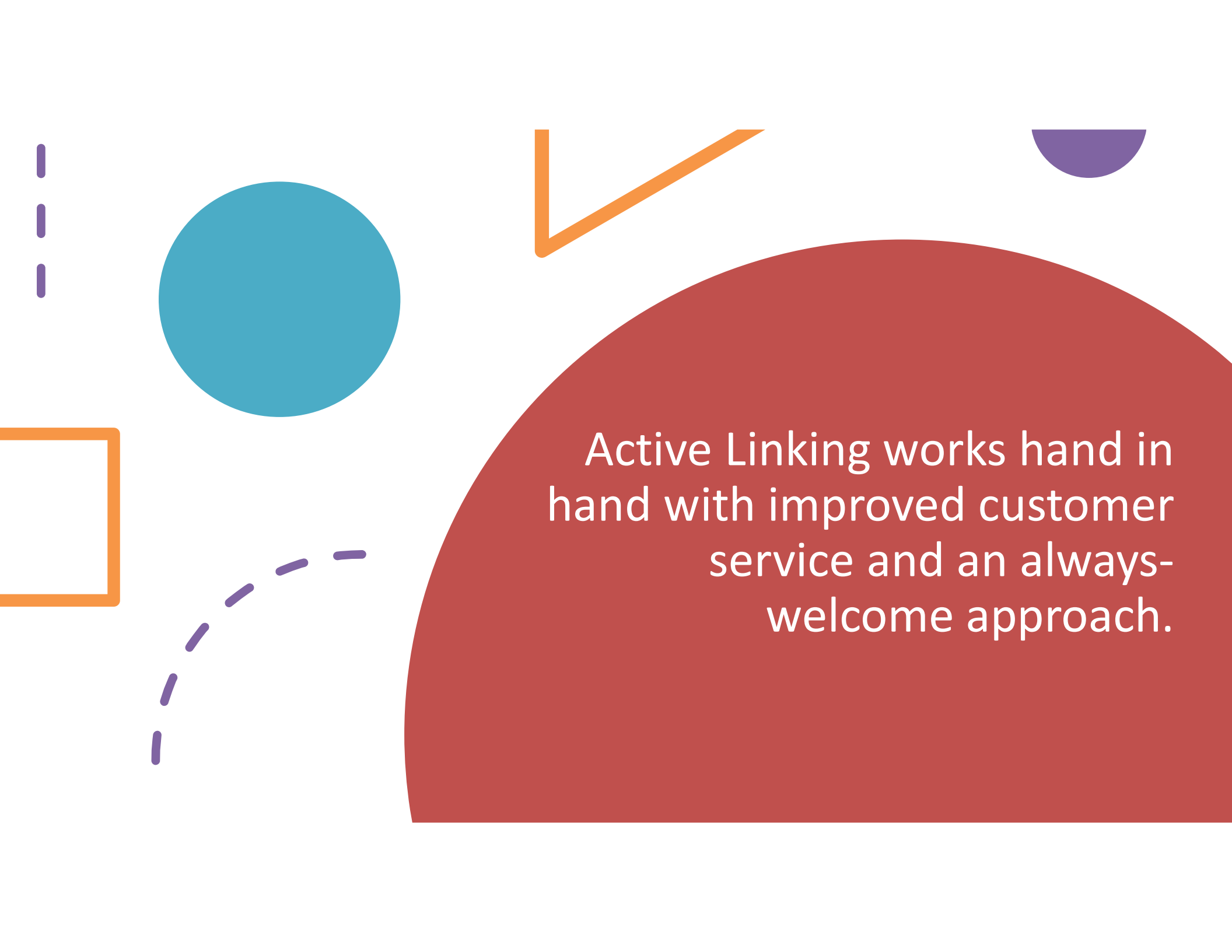
Work with a client until the client is ready to work with someone else



**Act as a client's  
trusted point of  
contact within the  
Waterloo  
Collaborative.**

**Please follow up  
with your clients  
to ensure they  
have received the  
support they need  
when referred to a  
service. Don't  
Refer and forget.**

**Don't Assume that  
if they don't see or  
hear from a client  
again, everyone  
must be ok.**

The image features a white background with several abstract geometric elements. On the left, there is a vertical dashed purple line, a solid teal circle, a solid orange rectangle, and a curved dashed purple line. In the upper right, there is an orange L-shaped line and a purple semi-circle. A large red semi-circle on the right side contains the text. The text is white and reads: "Active Linking works hand in hand with improved customer service and an always-welcome approach."

Active Linking works hand in hand with improved customer service and an always-welcome approach.