



OUR STAFF ARE COMMITTED TO

ACTIVE LINKING

WHAT IS ACTIVE LINKING?

Our staff are here to help you get the support you need quickly. If they cannot help you, they will find out who can help you access the service or support you need. When you need help, you should be able to contact us to find what you are looking for.

A Better Experience for You

Before:

- A service offers Fiona their help, but she isn't looking for that help.
- The service can't provide what she needs, so they tell her to try somewhere else.
- Fiona goes from service to service alone, retelling her story until she finds the right place.

After:

- A service offers Fiona their help, but she isn't looking for that help.
- Before she leaves, they discuss with Fiona what she needs and organise for her to go straight to the right place.
- Fiona gets the right help for herself or her family. The service she contacted first follows up with her to ensure she gets the help she needs.

An Active Linker Will...

- **Listen to you:** An active linker will listen to what is happening for you and work with you to decide the best thing to do next.
- **Help you with referrals:** If they need to refer you to someone else, they will help you make that referral and ensure you understand and are happy with what is happening.
- **Check-in with you:** An active linker will check in with you to find out how things are going, and if you're not happy with the help you're getting, they will work with you to find other options.

We are part of The Waterloo Collaborative

The Collaborative Enables...

Lots of organisations work together to support people in the community better. Active linking is a working principle for the Waterloo Human Services Collaborative member organisations.

Everyone in the Waterloo Collaborative works together to make getting the right help at the right time easier.

Wherever agencies are part of the Collaborative, you should expect to have the same positive experiences every time, everywhere.

We're Part of the Waterloo Collaborative

Organisations in the Waterloo Collaborative are working together to ensure you get the best support when needed. We do this with:

- Common welcome, no wrong door and person-centred approach
- Network of committed active linkers
- A shared commitment to improving customer service
- Commitment to ensure we all follow up with you

Every organisation in the Waterloo Collaborative will try to:

- *Take the time to listen to you.*
- *Minimise the number of times you have to retell your story.*
- *Actively help you find the support you need.*
- *Provide exemplary customer service every time you visit.*
- *Link you to the right people who can help if that's not us.*
- *Maintain transparency and privacy.*
- *Respect the client's choice wherever possible.*

To find out more, please visit www.waterloo2017.com



WATERLOO NSW
HUMAN SERVICES COLLABORATIVE