

## Building and Sustaining Partnership Starting Out



### Before making contact:

What does the referral tell you about the current issue and family ecology?

What additional information do you need at this stage?

#### TOP TIPS:

- Invite partnership
- Be brief and straightforward
- Be warm and engaging
- Avoid too much information
- Prepare before calling

### Telephone the parents to introduce yourself and arrange a first meeting:

Do you have time to talk?

YES / NO

Can we spend a little time introducing each other and arranging a first meeting?

YES / NO

Share with the parent what to expect in the first meeting e.g. venue, length of time, who will attend, content. Any comments?

What time/date would work best for a first meeting?

What could get in the way of this meeting taking place?

Do you know how to get to the location of the meeting?

YES / NO

What do you know about the referral? How do you feel about it?

What were you hoping I would be able to help with?

What would be useful for you to know about me and what my service does at this stage?

Are there any urgent issues that I can help you with now?

Summarise key points from the telephone call. Any comments?