

# How to use Engagement Tips on the BNL

## What is the value of having engagement tips in the BNL?

When designing the By Name List, feedback from frontline workers highlighted the value of adding an 'engagement tips' section to support relationship-building with people experiencing homelessness. These tips offer practical insights that can help workers connect more effectively with individuals they haven't met before.

## What type of tips should I include?

It is important to strike the right balance between providing enough information to enhance future engagements, whilst respecting the individual's personal information and being conscious not to bias future engagement with other workers.

<b>Tips</b>	<ul style="list-style-type: none"><li>• Write your engagement tips as if the person you're supporting might read them.</li><li>• Tips should be short, clear, factual, and focused on practical ways to engage positively.</li><li>• Include things the person is proud of or enjoys talking about.</li><li>• Feel free to add a tip even if someone else has already shared one.</li><li>• It's best practice to include your name at the end of your tip so others know who added it.</li></ul>
<b>Examples</b>	<ul style="list-style-type: none"><li>• <b>Example 1:</b> David likes talking about his Aboriginal heritage. (Mathew Morrow – Uniting WA)</li><li>• <b>Example 2:</b> Andre needs information in small, simple steps – too much at once can overwhelm. (Michala Jones – Salvation Army)</li><li>• <b>Example 3:</b> Janis only answers calls if you text first. (Amira Karam – Mission Australia)</li><li>• <b>Example 4:</b> Charlie loves his dog Snoopy – great conversation starter. (Amira Karam – Mission Australia)</li></ul>

# Attachment 1: How do I add engagement tips in the BNL? (Step by step guide)

## Step 1: Find the person in the BNL

Search

Welcome back, Damian

Lead Worker 0

Support Network 0

Update(s) Required 0

Create New Client

## Step 2: Access the person's details record

ER Elsworth Rockingham - Saved Client

Elsworth First Name Rockingham Last Name 6/02/1964 Date of Birth Andrew Revill Lead Worker

Summary Consents Service Provider Restrictions

First Name \* Elsworth Date of Birth \* 6/02/1964

Last Name Rockingham BNL Status Active

Lead Worker

Lead Worker AR Andrew Revill

Primary Email \* andrew.revill@wesleymission.org.au

Mobile Phone 0438 083 405

Access Elsworth's Record

**Step 3: The engagement tips section is on the person's summary page as seen below.**

← Save + New Share

**Elsworth Rockingham** - Unsaved Client Detail

Active BNL Status Elsworth Rockingham Related Client Profile Crisis Accommodation Housing Status

Summary Housing Support Surveys History

**Basic Information**

Alias Rabbit Suburb ---

First Name \* Elsworth Zero Project Sydney Zero

Last Name Rockingham Phone 0433 999999

Date of Birth \* 6/02/1964 Email rabbit@gmail.com

Age 60

Gender Male

Engagement Tips ---

Engagement Risks ---

**Timeline**

Search timeline

Highlights

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**Step 4: By clicking your cursor inside the engagement tips window, you can simply begin to type your engagement tip. Once you have completed your engagement tip, you will need to save this change as seen in circled section below.**

← Save + New Share

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Engagement Tips Elsworth likes talking about his Aboriginal heritage

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