

MAINTAINING A CLIENT FOCUS

PURPOSE AND NATURE OF PROPOSED TRAINING

There are many instances when we are providing services to others, that we are required to deliver client-focussed services, for example:

- “The welfare and best interests of a child in his or her particular circumstances must be the first and paramount consideration” – Care of Children Act 2014, s.4
- “In all matters relating to the administration or application of this Act ... the welfare and interests of the child or young person shall be the first and paramount consideration” – Children, Young Persons, and Their Families Act 1989, s.6
- To “promote and protect the rights of health consumers and disability services consumers” – statutory role of the Health and Disability Commissioner under the Health and Disability Commissioner Act 1994
- To “place the interests of the client first ...” – Code of Professional Conduct for Authorised Financial Advisers
- “Ko ngā Tamariki i te Tuatahi | Children Come First” – Barnardos NZ

This Seminar considers the following:

- What does it mean to offer a client-focussed service?
- Who are the clients?
- What are the potential benefits of this approach?
- How do we create a client-centred service?
- How do we maintain this focus?

Note

Ideally, this Seminar should be delivered in conjunction with the Seminar: “Rights and Responsibilities”.

FURTHER DETAILS

Length of Seminar

The Seminar will consist of:

Interactive Presentation	1.5 hours
Question / Discussion Time	0.5 hours
TOTAL	2.0 hours

Group Size

There is some flexibility with group size but, in order to ensure optimal participation and learning, the ideal number of participants per seminar is between 15 and 20.

Cost

The cost for the seminar presentation is \$150 + GST.

Certificates

Following successful completion of the Seminar, each participant will receive a Certificate of Participation.

The contracting agency will also receive a certificate outlining the title of the Seminar and the number of staff who attended.