



RIGHTS AND RESPONSIBILITIES

PURPOSE AND NATURE OF PROPOSED TRAINING

Service providers will generally have a set of organisational documents including, for example:

- Mission, Vision and Values statements
- Code of Professional Conduct
- Organisational Policies and Procedures

All of these tend to focus on the obligations of the provider and its staff towards the clients of the organisation.

As is considered in the Seminar “Maintaining A Client Focus”, these obligations towards the rights of the client / customer are paramount.

However, this Seminar reminds us that there must be a balance between rights and responsibilities. Where clients have rights, and providing staff work in good faith in meeting those rights, client also have duties towards the staff.

Where staff have obligations or duties towards the agency’s clients and towards the agency itself, the agency also has obligations and duties towards those staff.

Without undermining the importance and paramountcy of a client-first service, this Seminar includes a consideration, at a generic and over-arching level, of the balance between rights and duties.

Note

Ideally, this Seminar should be delivered in conjunction with the Seminar: “Maintaining A Client Focus”.

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.