



Active Client Consultation

Course Overview

This course will assist agencies to understand and improve client participation in all areas of service provision. This course is ideal for staff who are keen to encourage service users to have an active role in decision making/planning processes within their own agencies.

Key Content Areas

- HACC standards/HACC audit expectation about client consultation
- Identification of barriers which may prevent client consultation
- How to encourage and promote client consultation opportunities to service users
- Assisting clients with high support needs to meaningfully participate
- Best practice and innovative strategies for client participation
- The development of an effective Client Consultation Plan

Learning Outcomes

- To understand the barriers and benefits of including clients in service planning and development
- To be aware of the support options available to assist with Client Consultation

Target Group

HACC staff, managers, co-ordinators and staff interested in leadership opportunities for clients.

Duration

4 hours.

Relevant Competencies

Aligned with the following units from the Certificate IV Community Services Package:

- Unit CHCDIS4B: Design procedures for support
- Unit CHCDIS2C: Maintain an environment designed to empower clients