



Australasian **Housing** Institute

Supporting housing professionals

Client Focussed Service Collaboration

A one-day workshop designed to help housing workers deliver quality client service

Overview

The clients of social housing organisations are also often the clients of other human service organisations. We are required to work with others to deliver a holistic service. Many housing organisations have entered into formal agreements with other Government agencies. These high level agreements provide a framework for service collaboration.

However, many people working on the frontline struggle to know how to engage with colleagues in other agencies, who are every bit as busy as resource constrained as we are!

This training is provided to assist people who work in housing organisations develop collaborative working relationships with other organisations in order to deliver quality client services to tenants and other customers.

Content

This training involves:

- The thinking behind collaboration
- Relationship building and the generation of rapport across services
- Organisational and sector development toward partnering and integration
- Frameworks for service collaboration
- Success factors in building cross agency partnering

Workshop participants will explore both the theory and practice of service collaboration, using workplace examples.

Learning Outcomes

- Understand the rationale for service collaboration in modern housing organisations
- Identify strategic stages for organisations and sectors in implementing strategic partnering and networking arrangements
- Understand dilemmas in developing strategic partnering arrangements
- Develop an action plan for service collaboration in a selected setting (includes vision, goals and strategies)
- Identify measures of success

Who should attend?

This workshop is aimed at social housing professionals whose work involves working with other organisations to provide a holistic service to clients.

Presenter

John Flanagan, *B Soc Wk, Masters of Gestalt Therapy*