

**POLICY:**

1. Proveda supports the principles of the Information, Advice and Guidance framework, as it reflects the business and intent of the service Proveda delivers.
2. Proveda is committed to compliance with the IAG Standard to confirm the service it delivers meets acceptable international standards and sets it apart in the sector as a high performing organisation.
3. Proveda is committed to an evolving process of IAG to ensure that current and ongoing requirements of customers and Funders can be effectively supported.
4. Proveda has demonstrated capacity for redesign of service delivery through virtual and teaming approaches with IAG to support customers in a contact limited environment.

**Purpose:**

- To provide Information, Advice and Guidance (IAG) to customers and carers that is impartial, unbiased and focused on the needs and choices of the customer to improve or maintain their independence and quality of life.
- To ensure that Customer Support Officers and Care Coordinators are provided with the information and tools to enable timely access to information that will support customers to achieve, maintain or recover maximum individual capability to remain in the community and live at the place of their choosing.
- To enable and empower customers to act on preferences about immediate and long-term aspects of their lives.
- To ensure that Proveda is responsive to both internal and external changes and works in partnership with external organisations to enhance the ability of Proveda to improve its services to customers.
- To provide timely and targeted IAG services to customers that recognise and respond to individual and diverse needs.
- To build a sustainable and high performing organisation.
- To meet contractual targets and objectives.

**Scope:**

- This policy applies to the Board of Directors, Leadership Team, employees, students and volunteers of Proveda and defines the unique service that Proveda offers to this sector.

**Responsibilities:**

1. Chief Executive Officer (CEO)
  - Identifying and providing information to the organisation on external changes affecting the sector/s in which Proveda operates.
  - Communicating strategic decisions and planning to reflect external changes.
  - Modelling planning tools and methodologies to support Proveda with future planning to continue to add value in a reforming social care sector.
  - Appropriate allocation of resources to give effect to the intent of this policy.

## INFORMATION ADVICE AND GUIDANCE POLICY

### 2. Leadership Team (LT)

- Ensure that employees have the qualifications, knowledge, skills and technological ability to deliver the service through appropriate recruitment and on-going personal development.
- To educate and train employees about the importance of Information, Advice and Guidance (IAG) to customers and carers that is impartial, unbiased and focused on the needs and choices of the customer to improve or maintain their independence and quality of life.
- To review and monitor outcomes of service delivery for evidence of impartial information, advice, guidance, choice and continuing quality improvement.
- To ensure data is collected, analysed and utilised to drive service and model changes, when and where appropriate.

### Customer Support Officers (CSO)

- a. Each CSO to ensure they have a broad knowledge of services available in the community.
- b. CSO's understand the importance of Information, Advice and Guidance (IAG) to customers and carers that is impartial, unbiased and focused on the needs and choices of the customer to improve or maintain their independence and quality of life.
- c. Each CSO is to be familiar with, and able to use the technology available to support them in their role; i.e. to identify customer needs and provide impartial and unbiased information, advice and guidance on the services available to meet those needs and from which the customer can choose.
- d. Take responsibility for identifying own on-going education and training needs, and applying for resources to address education needs relevant to the role.
- e. Seek and respond to feedback from customers and ensure it is recorded to enable Proveda to plan for improvement.
- f. Allocate referrals as required to Care Coordinators, with support from the manager.

### 3. Care Coordinators (CC)

- Each CC to ensure they have a broad knowledge of services in the community
- CC's understand the importance of Information, Advice and Guidance (IAG) to customers and carers that is impartial, unbiased and focused on the needs and choices of the customer to improve or maintain their independence and quality of life.
- Each CC is to be familiar with, and able to use the technology available to support them in their role; i.e. to identify customer needs and provide impartial and unbiased information, advice and guidance on the services available to meet those needs and from which the customer can choose.
- Ensure customer visits/reviews are conducted regularly, and service plans updated and amended on each occasion.
- Work with the customer to tailor service to meet their choice and needs at all times and if appropriate refer them to another provider.

## INFORMATION ADVICE AND GUIDANCE POLICY

- Seek and respond to feedback from customers and ensure it is recorded to enable Proveda to plan for improvement.
- Support their customers to build capacity and gain/maintain their independence.
- Confirm customer funds are spent appropriately relevant to their package and plans.
- Monitor customer care needs with regular phone calls and meetings.

### Policy:

1. Proveda will provide accurate and impartial IAG to existing and potential customers about services that are available that meet the individual needs of customers.
2. Proveda will provide a service that conforms to the standards set by the Australian Aged Care Quality Agency, ISO 9001:2015 Quality Management Systems- Requirements, the IAG Standard for information advice and guidance services and the NDIS (Quality Indicators) Guidelines 2020.
3. Proveda will ensure that management and employees at Proveda understand their role, have access to the information they require to fulfil their role, and participate in self-development activities to ensure current and extensive knowledge of the quality services available to customers.
4. Proveda is committed to ongoing development of the services offered and to this end welcomes and actively seeks feedback from customers, families and other stakeholders.

### References:

1. Proveda Theory of Change 2017
2. IAG Standard 2020
3. Open University UK [Information Advice and Guidance Policy](#) April 2012
4. Reaseheath College Information Advice and Guidance (IAG) Policy February 2012 (UK)
5. Information, Advice and Guidance for Adults [The National Policy Framework and Action Plan](#) (UK) 2003
6. the Australian Aged Care Quality Agency
7. ISO 9001:2015 Quality Management Systems
8. NDIS (Quality Indicators) Guidelines 2020

### Register of Changes:

14.06.19 – Updated Responsibilities of Leadership Team; Care Navigators & Care Coordinators. Updated Policy.

May 2020: *Add no. 3 & 4. To Statement. Removed ref*