

# Innovative Solutions Support

## Support Provider Responsibilities

Support providers for Innovative Solutions Support projects have the following responsibilities:

### During the Application Process

- Support providers will accurately represent their qualifications, skills and experience in discussion with services about potential projects.
- Support providers will read the relevant information in the Innovative Solutions Support Application relating to a potential project to ensure they understand the expectations re: the project type and the support provider's role.
- Where a support provider is able to deliver the services required for a potential project and is interested in participating in the project, they will provide a detailed, itemised quote as outlined in the Information for Support Providers section of this guide
- Support providers will provide a Statement of Expertise outlining their qualifications, skills and experience relevant to the proposed project for inclusion in the service's Application

### During Service Delivery

- Support providers will act in good faith and make every effort to deliver services as outlined in the project plan and the support provider's quote. Where this is not possible due to unforeseen and/or unavoidable circumstances the support provider will work with the service to amend the project plan in a mutually satisfactory way. NB: any changes to a project plan (including, where the support provider is an organisation, changes to who will be delivering support to the service) must be approved by the service and the service's Inclusion Professional. Where major changes are proposed these may also require approval by the IDFM.
- Support providers will work within the Innovative Solutions Support guidelines to support the development of educator capacity and the sustainability of project outcomes. In this regard support providers will only work directly with children in the context of supporting educator capacity building, and this will not form a significant component of a project. Support providers will not provide therapeutic interventions (including undertaking assessment of children or developing Individual Education Plans) as part of an Innovative Solutions Support project.
- Support providers will not use their work on a project to advertise or solicit for business from families attending the service.
- Where a conflict arises between the support provider and the service, educators at the service or families at the service the support provider will act to resolve the conflict in a professional manner.

### In regard to Confidentiality and Child Safety

- Support providers will respect the confidentiality of information about services, children and families gained through their work on Innovative Solutions Support projects.
- Support providers will comply with all relevant child protection requirements (including service policies) for the State or Territory in which they are working and will ensure that their work aligns with the National Principles for Child Safe Organisations and supports children's safety and wellbeing.