

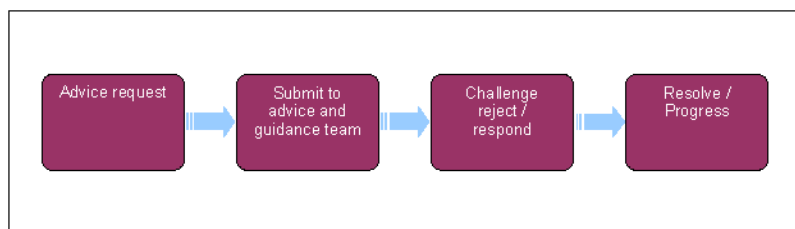
## Advice And Guidance - Process Request

This procedure takes you through how to process an advice request. Advice requests are service requests sent to a specific team to resolve particular issues that cannot be resolved by consulting online business procedures and/or policy law and decision making guidance (PDLMG) and/or team leaders.

The primary aim of the advice function is to provide guidance to operational team leaders/caseworkers. The advice team will be referred to as advice and guidance (A&G).

Requests are only made by operational team leaders or by caseworkers who have received approval from their team leader on an individual basis.

Advice requests can be raised at any time during the life of a case.



### Advice request

1. Following approval from the team leader the caseworker submits the advice & guidance (A&G) service request (SR). The SR is automatically moved to the A&G team. For more information refer to [Advice And Guidance - Create Request](#).



The caseworker must clearly record on the SR if the A&G request is being raised to question a quality assurance check.

2. The A&G team leader allocates the SR to their queue and assigns the case to a suitable A&G advisor. For more information refer to [Work Allocation](#).



The team leader can reallocate the SR to another caseworker at any time.

### Review request

#### A&G advisor action

3. Open the SR and update the **Status** to **In Progress**. The **Sub Status** will automatically change to **In Progress**. An activity plan will generate in the **Activity Plan** view.
4. Check the Priority field. A priority request operates with a turnaround of one working day where a non priority is five working days.

For more information refer to [Advice And Guidance – Create Request](#). Go to **step 45**.

5. If this is a new advice SR (not a challenge to previous advice), update the **Advice Status** field to **Under Review** and the **Sub Status** to **Under review**.




If this is a challenge to a previous advice request, do not update the advice status. The advice status will already be set to Challenge Advice in previous advice request SRs.

6. Check the caseworker **Notes** of the Advice SR to consider the nature of the query and how you will respond:
  - If there is incomplete/insufficient information to understand the query, go to step 7
  - If the query is considered invalid, go to step 12
  - If the query is valid and you can provide a response, go to step 16
  - If you need further information from an internal source (e.g. A&G colleagues), go to step 20
  - If you need further information from an external source (e.g. Policy), go to step 27
  - If the online guidance needs updating, go to step 40

- To reclassify a query from a priority to a non-priority, go to step 45
- To respond to a challenge from the originating caseworker on advice that you have previously given, go to step 48

## Reject/research/respond

### Incomplete/insufficient information

7. Create a new note, from the drop down menu select **Note Type - Advice Team** and record the details needed to clarify the query.
8. Update the **Advice Status** to Internal Research and the **Sub Status** to **Internal Research**.
9.  Call the originating caseworker for further information, clarify the query and record the details of the conversation in the **Notes** field.
10. If the originating caseworker requests time to respond with further information, complete the **Next Action Due Date** field with a future date to allow them enough time to respond.
11. When the originating caseworker responds, create a new note, select **Advice Team Notes** from the drop down menu and enter the information provided by the originating caseworker.

### Invalid query

12. From the drop down menu, select **Response Advice Team** and record the reason the query has been rejected. Update the advice status to **Reject Request** and the sub status to **Reject Request**.
13. Update the **Reason For Rejection** field with **Incomplete/Inadequate Information** or **Information Available To Requester**.
14. Complete the activity plan, updating all the activities to **Done** or **Not Required**.
15. Update the **Sub Status** to **Return To Originator**. The SR is returned automatically to the originating caseworker's operational team leader.



### Provide response

16. From the dropdown menu select **Notes**. Select **Note Type - Response Advice Team** and record the details of the answer to the query.
17. Update the following:
  - **Status** to **Advice Status - Provide Advice**
  - **Sub Status** to **Provide Advice**
18. Complete the activity plan, updating all activities to **Done** or **Not Required**.
19. Update the **Sub Status** to **Return To Originator**. The SR is automatically returned to the originating caseworker.

### Internal research

20. Select **Note Type - Advice Team Notes**, record the next action (e.g. gather further information from A&G colleagues) and update the following:
  - **Advice Status** to **Internal Research**
  - **Sub Status** to **Internal Research**
21. Set the **Next Action Due Date** field with a future date if additional time is needed to gather the information.
22.  Conduct offline research (e.g. check relevant documents, contact A&G colleagues).
23. When all the required information is gathered, create a new note, from the dropdown menu select **Note Type - Advice Team Notes** and record the research details.
24. From the dropdown menu select **Note Type - Response Advice Team** and record the response to the query.
25. Update the **advice status** to **Provide Advice**. The **sub status** will automatically update to **provide advice**.
26. Update all activities to **Done** or **Not Required** and the **Sub Status** to **Return To Originator**. The SR is automatically returned to the originating caseworker.




## External research

27. Select **Note Type - Advice Team Notes** from the drop down menu and record the next action (e.g. gather further information from policy).
28. Update the **Advice Status** to **External Research** and the **Sub Status** to **External Research**.
29.  Call the originating caseworker to advise them of possible delay. Record the details of the conversation in the **Notes** field.
30. Under the heading, **Response Info**, select the **Ext Research Conducted** tick box.
31. Update the **Status** to **Wait** and the **Sub Status** to **External Research**.
32. Complete the **Next Action Due Date** field with a future date to allow time to gather information from external sources and for them to respond.
33.  Contact external source (offline) and gather information to resolve the query.
34. When the response is received, update the **status** to **In Progress**. The **sub status** will automatically update to **in progress**.
35. Select the appropriate **Note Type** e.g. **Response Policy Analyst** and enter the information provided.
36. Select **Note Type - Response Advice Team** and record the external research findings.
37. Update the **advice status** to **Provide Advice**. The **sub status** will automatically update to **provide advice**.
38. Complete all activities to **Done** or **Not required**.
39. Update the **Sub status** to **Return To Originator**. The SR is automatically returned to the originating caseworker.

## Online guidance update

40. Select **Note Type - Response Advice Team** and record the response to the query. Update the **Notes** to advise that corporate services/policy team will be advised of the change.
41. Update the **Advice Status** to **Provide Advice**. The **Sub Status** will automatically update to **Provide Advice**.
42. Under the heading **Response Info**, select the **Override Procedures** tick box or the **Override Legislation** tick box.
43. Complete all activities to **Done** or **Not Required**.
44. Update the **Sub Status** to **Return To Originator**. The SR is returned automatically to the originating caseworker.

## Priority marking


-  An incorrectly marked priority can be reclassified to a non-priority. A priority request operates with a turnaround of one working day, a non priority is five working days. For more information refer to [Advice And Guidance – Create Request](#).
45. Under the **Result Of Initial Review** heading, select the **Re-classified As Non-priority** field.
  46.  Call the originating caseworker to inform them the priority is to be reclassified as a non-priority and record the details of the conversation in the **Notes** field.
-  Pause the SR where applicable to consider a priority request and progress as normal when a decision is made.

## Challenge advice

 If further clarification is needed once the advice SR is returned, the originating caseworker should discuss this with their team leader and contact the A&G team for advice where applicable. If, following discussion with the team leader, the caseworker is not satisfied the advice can be challenged.

For more information refer to [Advice And Guidance – Create Request](#).


## Respond to challenge

 The A&G team leader will look at what advice was given and the information provided to the A & G advisor. They may also look at further information relating to the case to ensure the person raising the query correctly interpreted any information given. If the A&G team leader assesses that the challenge is a new question, reject the Challenge SR. If insufficient or incomplete information has been provided the Challenge SR is considered invalid.

47. The A&G team leader opens the Challenge SR and reviews the **Notes** to consider the reason for the challenge. If the challenge is considered invalid update the **Advice Status** to **Reject Challenge**, recording the reason in the **Notes** field. The SR is returned to the originating caseworkers operational team leader.
48. If the challenge is considered valid, update the SR as follows:

- **Status = In Progress**
- **Sub Status = Review Challenge**
- **TL Response = Re-visit Response**

Then reassign the SR to an A&G advisor to process the SR.

49. A&G advisor checks the **Notes** of the advice SR considering:
- The nature of the original query
  - The advice given in the original response
  - The originating caseworker's reason for challenging the advice
  - Responses
50. Select **Note Type - Response Advice Team** and record the response to the challenge. Clarify the advice giving further information if necessary.
51. Update the **Advice Status** to **Reject Challenge** or **Accept Challenge** as applicable. The **Sub Status** will automatically update to **Reject Challenge** where relevant.
-  Ensure all activities are completed and update the **Sub Status** to **Return To Originator**. The SR is automatically returned to the originating caseworker.

[Advice And Guidance - Create Request](#)

[Terminology Changes](#)

[Work Allocation](#)