

General PSP Update & Response to Issues



Topic	Issues Raised	Response / Update
PSP	General update	<p><i>Introduction of Additional Carer Support (ACS) package</i></p> <ul style="list-style-type: none"> A review of children and young people previously placed in Intensive Foster Care has been completed and a new PSP package created to support the additional needs not covered by existing packages. A new <i>Additional Carer Support (ACS)</i> package is finalised and now available. Business Rules, FAQs and an Application Form is available. Funded Service Providers (FSPs) can make applications for new placements, children with changing needs or those children part of the IFC review deemed ineligible for the ACS packages from 1 July 2019. <p><i>Case Coordination – Restoration Support</i></p> <ul style="list-style-type: none"> DCJ has clarified the Business Rules by adding a new category of Case Coordination called Restoration Support to enable FSPs to continue case managing families throughout the entire restoration process. <i>Case Coordination – Restoration Support</i> will be paid together with the case plan goal, child needs and any eligible specialist packages while the child remains in care. <p><i>Review of Complex Needs Policy</i></p> <ul style="list-style-type: none"> From the introduction of this payment we planned to review the process. An internal review of the Complex Needs policy has commenced. <p><i>Manual tracking of packages not yet in ChildStory</i></p> <ul style="list-style-type: none"> Child and Family is working with Partnerships to implement a streamlined process to track and pay for PSP packages that are not yet implemented in ChildStory. This will ensure accurate and timely payments are made to FSPs. <p><i>PSP Eligibility Business Rules and Program Framework/Logic</i></p> <ul style="list-style-type: none"> Updates to the <i>PSP Business Rules</i> are underway. This will include the new Additional Carer Support Package, Case Coordination - Restoration Support and some ITC changes to include Significant Disability as well as other minor changes. Updates to the Family Preservation Program Framework and Logic are currently being drafted following feedback from FSPs.



		<ul style="list-style-type: none"> • A Restoration Program Framework and Program Logic is currently being developed by DCJ. <p>PSP Case Plan Goal Reviews</p> <ul style="list-style-type: none"> • We have now finalised the process for completing Case Plan Goal Reviews under the PSP. • Reviews of case plan goals will occur jointly between DCJ and FSPs. The relevant Permanency Coordinator (PC) will work together with key staff from the FSP to conduct the reviews. <p>Data collection from FSPs</p> <ul style="list-style-type: none"> • Commissioning has requested data from FSPs for national annual reporting. • Information sought will be on case plan, cultural plans and leaving care plans. This information will also be used to remediate data within ChildStory where possible. <p>Permanency Case Management Policy (PCMP)</p> <ul style="list-style-type: none"> • An update to the PCMP is due for release at the end of August/ September 2019 and incorporates feedback from practitioners around the need for greater clarity of roles, case responsibility and collaboration. <p>Permanency Coordinators</p> <ul style="list-style-type: none"> • DCJ is conducting an Implementation Check on the role of the Permanency Coordinator. This will involve seeking feedback from a range of stakeholders by gathering information via survey and consultations. • We expect the surveys will be released in the next month. Face-to-face consultations will follow once the survey has closed and preliminary analysis complete. <p>PSP Learning Hub (previously the Workforce Development Strategy)</p> <ul style="list-style-type: none"> • Work with the provider to set up the PSP Learning Hub is continuing.
<p>Payment process</p>	<ul style="list-style-type: none"> • How are payments made and reconciliation 	<p>Current payment process</p> <ul style="list-style-type: none"> • Upfront payments are made for PSP providers quarterly. First Wednesday of the quarter (except Q3 which is paid second last Wednesday of December.) • We provide payment advices to providers after each upfront payment. We reissue this advice again at the end of the quarter to include any adhoc payments in that period.



		<p>Reconciliation Process</p> <ul style="list-style-type: none"> • Three providers provided their placement and package data for the period July 18 to March 19. • We completed a reconciliation based on this data • We will collect data from the service providers/districts for the 18/19 financial year. • We will use this data to complete a reconciliation for this period • This data will then be used to update ChildStory. • This data will then need to go through a verification process with the districts. • Payment/recoup for 2018/19 reconciliation will be included in the Q3 December 2019 payment. <p>Payment improvements</p> <ul style="list-style-type: none"> • The data we collect will be used to improve the historical data in Child Story • This will enable us to remove manual data collecting process from the payment process • Help with working towards ChildStory being the sole source of payment data.
<p>Placement broadcast system in ChildStory</p>	<ul style="list-style-type: none"> • FSPs have to 'propose' a placement (which includes entering carer details) prior to being able to access the CIF B for more information about the child and family • Broadcasts are not received by agencies who have previously declined • Where state-wide broadcasts are sent these are received by Aboriginal agencies where the child isn't Aboriginal • Broadcasts being sent to an FSP are accessible by all placement officers in 	<ul style="list-style-type: none"> • A number of 'Pivot Sprint workshops' were held in 2018 which were supported and attended by ACWA and a number of FSPs. We've redesigned and tested a new CIF A form. • To implement the newly designed form is a significant business effort and scoping is still occurring. One of the proposals below to change the 'propose' placement button we hope addresses the key issue that caused the group to look at redesigning a new CIF A. • We are currently pursuing some options to enhance the Broadcast system to make this more efficient and useful for both DCJ and FSPs. This includes: <ul style="list-style-type: none"> ○ Remove Expired Placement Request from Partner Portal This will improve privacy for children and provide a clear view of children that require a current placement and are more likely to be responded to. ○ When a placement request is re-broadcast, a provider who has previously declined will also



	<p>that agency rather than the specific office/area sought</p> <ul style="list-style-type: none"> • Responding to a broadcast is not mandatory in the system • Broadcasts by FSPs are sent to a state-wide CFDU queue and aren't easily accessible for individual CFDUs • Declining of broadcast impacts an agencies PSP Contract and potential for abatements so it is critical the system works efficiently 	<p>receive the rebroadcast</p> <p>For large providers across multiple district it means if one area has declined but another area has a carer, the other area with the carer can see the new request. If the circumstances of the agency change (ie a carer becomes available) they can accept the placement.</p> <ul style="list-style-type: none"> ○ Allowing FSPs to filter their view of broadcast placements via district <p>This would assist FSPs who have been confused and/or overwhelmed by the number of broadcasts they are seeing for children outside of their area. It may however cause problems for CFDUS who are close to boarders and/or if they are trying to find a placement outside of their district (eg SWS may want to find a placement in Northern because a child's family is Northern however Northern FSPs won't be viewing that child).</p> <ul style="list-style-type: none"> ○ Changing the propose button to 'request CIF B or request more info or similar <p>This change would include/mean that a carer is proposed later in the process. Allows FSP to have the information they need to have the information they need about a child/children before they propose a carer (ie they have the information they need to assess a carer match before proposing a carer.</p> <p>These options are being scoped with ChildStory and is expected to be updated end of the year/early next year.</p>
<p>Current funding doesn't meet the needs of children</p>	<ul style="list-style-type: none"> • Current funding doesn't meet the service delivery requirements imposed by the Children's Court and DCJ • FSPs are being asked to carry out tasks that providers believe may not funded • Packages do not doesn't cover the foster care allowance to pay the same amount as DCJ carers for children with medium/higher needs. 	<ul style="list-style-type: none"> • The PSP funding model has been designed to be applied flexibly to support the needs of children and young people. A specialist package for complex needs is also available to FSPs for additional funding to address extraordinary circumstances (upon application). • The service design can be thought of as a 'build-up' approach whereby flexible options can be selected to meet the needs of children, young people and their families, and achieve the overall case plan goal. • The Child needs package respond to the behavioural/therapeutic needs of a child. The Child Assessment Tool (CAT) determines this package. If it is believed a child need is more than what the child package is, FSPs are encouraged to ask for another CAT to be undertaken. • As PSP has been implemented, DCJ has responded to funding concerns for those children with higher needs in foster care which address much of the feedback in relation to funding. • The introduction of the Additional Carer Support specialist package (on 01 July 2019) funds innovative,



		<p>specialised, tailored foster care arrangements for children that require additional carer capacity and casework responsiveness. In recognition of the high needs of these children, they will automatically receive the high needs child package.</p>
<p>Complexity of packages</p>	<ul style="list-style-type: none"> • Design of PSP packages are complex • Applying for multiple specialist packages requires time to navigate eligibility • Specialist packages should be merged into baseline packages to reduce complexity • Permanency Coordinators or Contract Mangers should be able to approve specialist packages 	<ul style="list-style-type: none"> • The design of PSP packages has moved from placement-based funding to child centric. The model comprises targeted support packages to address the specific needs of individual children, young people and their families. This model enables DCJ greater oversight and clarity of how a child’s needs are being met and where funds are being expended. • Simplify the packages by merging specialist packages such as Cultural Plan (Aboriginal), CALD and 15+ Reconnect specialist packages in all baseline service packages is not practical as not all children need or require these packages. • It is understood that the issue raised about complexity of specialist packages and ambiguous eligibility criteria relates to the complex needs payment rather than other specialist packages. This package is only to be used in exceptional circumstances and as a result requires high approval delegation. • The complex need package covers four categories; additional rostered staff, therapeutic behaviour support, disability care and discretionary support. All categories have guidance on eligibility except for discretionary support category. This category is deliberately open to not restrict applications. For all complex needs payments, FSPs need to demonstrate that the cost could not be reasonably met through the standard packages for both the child and organisation. • An internal review of the process of applying for Complex needs payment is underway. • PSP Permanency Coordinators do not have delegations to approve PSP service packages (A pilot is occurring in South Western Sydney fro PCs to approve changes in case plan goals). DCJ managers will continue to approve service packages as they exercise (statutory) secondary case responsibility and have the relevant financial delegations.
<p>Temporary care arrangements and pre-adoption placements</p>	<ul style="list-style-type: none"> • Temporary Care Arrangements are not included in the Program Level Agreement (PLA) this not included in FSPs contracted placement volume • Pre-adoption placements are also not included in the PLA or FSPs contracted 	<ul style="list-style-type: none"> • Provision of a TCA placement by an FSP is by agreement with the funded service provider and in addition to contracted volume. • The provision of temporary care and pre-adoption placements by FSPs occurs outside of the standard PSP Program Level Agreements (PLA) and pricing. Expectations for these placements are different to PSP as the children are not in OOHC and primary case responsibility remains with the department: <ul style="list-style-type: none"> ○ TCA and pre-adoption placements are defined in the <i>Children and Young Persons (Care and</i>



	<p>placement volume</p> <ul style="list-style-type: none"> • FSPs are requested to place children under TCA's or in pre-adoption arrangements above and beyond their contracted placement volume • Not having these placements included in contracted placement volume impacts on the number of foster carers available, and causes financial pressures, as these placements aren't funded upfront 	<p><i>Protection) Act 1998</i> (the 'Care Act') as supported out of home care (OOHC), not statutory OOHC arrangements (that is, they are not the result of a court order).</p> <ul style="list-style-type: none"> ○ The Minister is not allocated parental responsibility (that is, it continues to be exercised by the parent). ○ An agreement between DCJ and a parent that their child be placed in a TCA or pre-adoption placement is voluntary and consent can be withdrawn at any time by the parent. <ul style="list-style-type: none"> • Funding for temporary care placements is based on equivalent application of PSP package costs (excluding case plan goal package) and invoiced on a fee-for-service basis. DCJ will soon introduce a funding approach for pre-adoption placements (similar to the existing approach to TCAs).
<p>Consistency in delivery of policy and practice across DCJ</p>	<ul style="list-style-type: none"> • Interpretation of various policies and practice requirements differs amongst districts • The various local processes required for key tasks is difficult for FSPs to navigate ie. changing a case plan goal • The level of support varies across districts ie. in supporting/completing an application for guardianship order 	<ul style="list-style-type: none"> • Review of the roles and responsibilities of the permanency coordinators and CFDUs underway will contribute to greater consistency across districts. • Greater consistency will be achieved through regular updates of the Permanency Case Management Policy (PCMP). For example, the update scheduled for August will introduce clearer rules for changing a case plan goal to restoration, guardianship and adoption. • However, it is acknowledged that DCJ districts will continue to require the flexibility to operate according to local conditions.