



COVID-19 Emergency Action - Payment Application Form

During the current COVID-19 situation, DCJ recognises that a Service Provider may incur extraordinary additional costs. This form has been introduced to provide Service Providers access to supplementary funding.

DCJ will support Service Providers being reimbursed for their reasonable costs associated with having to take emergency action in response to:

- a child or young person in their care, or an employee or carer, meeting the “COVID-19 case definition” – that is, a confirmed, probable or suspected case (or a case that meets the definition of close contact) as per NSW Health guidance see <https://www.health.nsw.gov.au/Infectious/diseases/Pages/2019-ncov-case-definition.aspx>.
- COVID-19 related systemic staffing shortages due to unplanned leave of direct care staff during this time (for ITC/residential care), and
- COVID-19 related discretionary extraordinary expenses incurred due to the purchase of unplanned additional services or placement supports.

For further information see the additional funding scenarios in the Appendix (foster and residential care settings).

In the event of implementing emergency actions:

- Service Providers should make immediate decisions about children and young people’s care and safety.
- In the case of confirmed, probable or suspected COVID-19 cases (or cases that meet the definition of close contact), Service Providers should notify their CFDU and DCJ contract manager, and for residential care or ITC, the Central Access Unit (CAU) as soon as possible, as you would in the case of a critical incident.
- Where extraordinary costs are anticipated as a result of these measures, Service Providers should **within the next business day**, provide an estimate of the costs and seek approval from the Deputy Secretary, Child Protection and Permanency, District and Youth Justice Services by using this form.
- Retrospective applications will be considered on a case-by-case basis for costs incurred on and from 11 March 2020 – the date the pandemic was declared by the World Health Organisation.
- Completed applications are to be emailed to ACAapprovals@fac.nsw.gov.au with a copy sent to your DCJ lead contract manager and your local CFDU or CAU if the young person is in an ITC or residential care placement.
- The Deputy Secretary or their representative may consult with the Director Commissioning and Planning contract managers and CFDUs in considering the application.
- The Deputy Secretary’s office will respond in writing within 4 hours, when the application is made within business hours or the next business day, where applications are received by DCJ outside of business hours. Your agency will receive advice of the decision to meet the costs in your application. This may include a request to amend one or more of the nominated emergency measures.
- Where approved, supporting evidence* must be received from the service provider as soon as available, and no later than within 30 days of commencement of emergency costs. *Refer to the Appendix for evidence examples.

DCJ will be guided by the following questions in considering applications:

- Are the emergency measures consistent with a shared understanding of the service provider's overall business continuity planning measures?
- Is the service provider's response consistent with current NSW Health published advice and the Public Health Order?
- Having regard to the additional costs that a Service Provider may have already met from its existing funding allocation due to COVID-19, is there any further capacity for the extraordinary costs claimed to be met via changes to the Provider's business continuity plan during the pandemic, including the redirection of resources from non-essential to essential services? For example, if family contact time is not continuing, does this result in a saving that could be redirected to emergency measures?
- Are the actions consistent with workplace relations requirements and industrially sound?

To be completed by the service provider:

Completed applications are to be emailed to ACAapprovals@facs.nsw.gov.au with a copy sent to your DCJ lead contract manager and your local CFDU or CAU if the young person is in an ITC or residential care placement.

Service Provider Details:

Service provider name	[]
Principal officer (name & contact)	[]
Key contact (name & contact)	[]

Emergency measure

Outline the nature of the emergency measure including if the measure is in line with health advice, what funding /continuity plan savings contributing to the cost and what is outstanding that requires additional funds.

If this emergency response is systemic and related to a number of children in a house or across a number of houses, only one form is required to be filled out. However, please list all children it relates to below (by inserting additional child detail per child).

Does this application relate to a single child?	[]
Does this application relate to multiple children in the same house/houses?	[]

Child / young person's details the measure relates (please repeat for each child this is measure is associated with if systemic across a house/number of houses or a number of children/carers)

Name of child or young person	[]
ChildStory number	[] DOB: []
Name of child or young person	[]
ChildStory number	[] DOB: []

Complex Needs Payment – COVID-19 Emergency ESTIMATE

Start date / End date

[/ / - / /]

Estimated cost of the measure (i.e. the cost over and above the usual cost of the provider supporting the placement)

Less: Service provider's financial contribution from the funding/PSP packages/savings from business continuity plans:

[]

Total funding being sought:

[]

Payment method

These payments will be paid through COMS (direct to service provider). Please ensure all children this payment relates to are recorded on this form.

To be completed by DCJ

Consult with and support from CFDU/CAU (only if required)

[]

Consult with and Support from DCJ Lead Contract Manager/Director (only if required)

[]

Date approved by Deputy Secretary

[]

Details of any requests to amend emergency measures

[]

Appendix: Examples of scenarios for additional funding (foster care and residential care)

DCJ will be guided by the following questions in considering applications:

- Are the emergency measures consistent with a shared understanding of the service provider's overall business continuity planning measures?
- Is the service provider's response consistent with current NSW Health published advice and the Public Health Order?
- Having regard to the additional costs that a Service Provider may have already met from its existing funding allocation due to COVID-19, is there any further capacity for the extraordinary costs claimed to be met via changes to the Provider's business continuity plan during the pandemic, including the redirection of resources from non-essential to essential services? For example, if family contact time is not continuing, does this result in a saving that could be redirected to emergency measures?
- Are the actions consistent with workplace relations requirements and industrially sound?

The table below provides examples of additional considerations within each category.

Category	Additional Considerations when Applying	Examples of Supporting Evidence Submitted within 30 days
Confirmed, probable or suspected COVID-19 case (or a case that meets the definition of close contact) requiring self-isolation of child, carer or worker	<ul style="list-style-type: none"> • Was there an adjustment to the home environment requirement? • Is the carer/residential/ITC service impacted, and if so, can they continue caring for the child/young person safely? • If the carer is unable to care for the child/young person, has the provider explored the child/young person's immediate family connections to find an alternate carer? Note alternate carer arrangements are required to meet authorisations and OCG guidelines. • Has the provider exhausted its pool of carers including DCJ emergency carers? • Are the alternate arrangements safe and these costs reasonable? • For ITC/residential care: Were the emergency staffing options developed by ACWA and the ASU utilised? Example, the use of extended shifts (i.e. 12 and 24-hour shifts) and the payment of overtime and the additional risk allowance – see the Guidelines for Implementing the Model COVID-19 Individualised Flexible Agreements. <p><i>The application should outline accommodation costs, staffing costs, hourly rates</i></p>	<ul style="list-style-type: none"> • Clinical evidence and professional assessments • Receipts • Rosters to demonstrate usual shift costs and net additional cost
Systemic direct care staff shortages due to unplanned leave (for ITC/residential care only)	<ul style="list-style-type: none"> • Were there additional unexpected costs incurred due to the use of casual/labour hire, or staff doing overtime to cover systemic unplanned leave? • Net additional costs related to employees accessing the special allowance provision for COVID-19 related absences from work in accordance with the Guidelines for Implementing the Model COVID-19 19 Individualised Flexible Agreements. <p><i>The application should outline staffing costs and hourly rates.</i></p>	<ul style="list-style-type: none"> • Rosters to demonstrate usual shift costs and net additional cost • Leave records (for special allowance) and associated medical certificates where appropriate • Pay slips • Receipts • an outline of the circumstances that will de-escalate or reduce the need for the support to

Category	Additional Considerations when Applying	continue Examples of Supporting Evidence Submitted within 30 days
Discretionary Extraordinary Expenditure	<ul style="list-style-type: none"> • The Department recognises additional funding may still be required due to unexpected costs. • The purchase of unplanned additional services or placement supports in residential care. Examples include: <ul style="list-style-type: none"> - paying for alternative accommodation for a staff member in circumstances where a worker has been recommended to self-isolate, and the worker has accepted the offer to reside in alternative accommodation instead of returning home to their family - paying for alternative accommodation for a young person and worker, when a young person is required to move to a temporary arrangement (e.g. motel/Airbnb), and the care worker(s) must also move to this setting • In exceptional situations that are to be assessed on a case-by-case basis, activating the emergency staffing options outlined in the Guidelines for Implementing the Model COVID-19 Individualised Flexible Agreements (in the absence of a child or young person meeting the COVID-19 case definition), for example to: <ul style="list-style-type: none"> - prevent a child or young person with a serious underlying medical condition from contracting COVID-19 where this is supported by medical advice <p><i>The application would need to outline contingency costs to support the child/carer.</i></p>	<ul style="list-style-type: none"> • Receipts • Medical certificates/reports • Rosters to demonstrate usual shift costs and net additional cost