

# COVID-19 Emergency Action Payment – Flowchart

This document is designed to show the flow of steps involved in the application, payment and reconciliation of the COVID-19 Emergency Action Payment process.

A request for the *COVID-19 Emergency Action Payment* must be made through the [Application form](#) and approval process outlined below.

Please refer to the **Appendix** at the bottom of the [Application form](#) and the Fact Sheet: *What you need to know about applying for the COVID-19 Emergency Action Payment* for further information on the eligibility and application process.

## Application and Approval Process Overview

Where extraordinary costs are anticipated as a result of these measures, Service Providers should contact their local CFDU or CAU for any alternative support / resources and placement supports before enacting emergency measures for each CYP in care, as applicable.

Emergency measures put in place as a result of COVID-19 attracting extraordinary costs that require reimbursement, should be in line with the best interests of children and young people and consistent with [NSW Health](#) advice.



Complete the *COVID-19 Emergency Action – Payment Application Form* and submit **within the next business day** estimated costs for these emergency measures.

*Where your agency incurred extraordinary costs in response to COVID-19 between the period a pandemic was announced by the World Health Organisation on 11 March 2020 and prior to 1 April 2020, DCJ will on a case-by-case basis consider these applications.*

Applications to be sent via e-mail to: [ACAapprovals@facs.nsw.gov.au](mailto:ACAapprovals@facs.nsw.gov.au) with a copy to your DCJ Lead Contract Manager.

The Deputy Secretary or their representative may consult with the Director Commissioning & Planning in considering the application

## Application Decision

Deputy Secretary or their representative will advise the Service Provider, DCJ Lead Contract Manager and Central Office in writing, whether or not the application is approved.



### Service Provider:

- Within 4 hours where the application is received within business hours
- The next business day where the application is received outside of business hours.

### Central Office:

- To seek approval from Executive Director, Partnerships for payment

### Contract Manager:

- To monitor payment and to verify and submit reconciliation true costs

## Payment Process

If approved, DCJ will pay a one-off payment, as per applicable month, through the Funded Contract. Payments are scheduled to occur on the **second Wednesday of each month**.



Central Office will issue out a Payment Advice e-mail to Service Providers, as applicable.

A copy of the *COVID-19 Emergency Action Payment Reporting Template* will be shared with Service Providers and DCJ Lead Contact Managers.

**Evidence of estimates applied for, approved and paid by DCJ must be submitted as soon as available, as and no later than 30 days following commencement of emergency measures.**

## Reconciliation Process

The reconciliation process forms part of the application process. DCJ Lead Contract Managers will review the evidence submitted and verify the true costs. If required, further justification and/or supporting documentation may be requested.



DCJ Lead Contract Manager will complete reconciliation on the reporting template and send to Central Office for payment, via e-mail to: [COVID-19ComplexNeedsPayment@facns.gov.au](mailto:COVID-19ComplexNeedsPayment@facns.gov.au) by **21<sup>st</sup> day of each month, or next business day if this is a weekend or public holiday.**