



## Complex Needs Payment Application Form – Emergency COVID 19 action

A service provider may be required to take emergency measures to respond to a COVID-19 outbreak to ensure the safety of children, young people and staff. Service providers may apply for extraordinary costs to be met by DCJ where they cannot be reasonably absorbed within existing funding arrangements.

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.

In the event of implementing such emergency measures:

1. Service Providers should make immediate decisions about children and young people's care.
2. Service Providers should alert the DCJ contract manager and for residential care or ITC, the CAU as soon as possible, as you would in the case of a critical incident.
3. Where extraordinary costs are anticipated as a result of these measures, Service Providers should provide an estimate of the costs and seek approval using this form **within the next business day** from the Deputy Secretary, Child Protection and Permanency, District and Youth Justice Services .
4. Completed applications are to be emailed to [ACAApprovals@facns.nsw.gov.au](mailto:ACAApprovals@facns.nsw.gov.au) and their lead contract manager.
5. The Deputy Secretary or their representative may consult with the Director Commissioning and Planning contract managers in considering the application and will respond **within 4 hours** in writing to confirm support of the emergency measures.
6. Once approved, invoices should be received from the service provider within 30 days of commencement.

DCJ will be guided by the following points in supporting emergency measures:

- Is the emergency plan 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?
- The Department recognises there are increased costs in the current environment. Could the service provider reasonably absorb the extraordinary costs given the changes they have implemented to ensure business continuity planning, 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?

### Sample Scenarios of emergency measures

#### Self-isolation of a child, carer, worker

Was there an adjustment to the home environment requirement?

- Is the carer/ residential/ITC impacted, can they continue caring for the child safely?
- If the carer is unable to care for the child, has the provider explored the child's immediate persons or networks in their lives including carer/extended family and networks to find alternate carer? Note alternate carer arrangements are required to meet authorisations and OCG guidelines.
- Has the provider exhausted its pool of carers and DCJ emergency carers?
- Are the alternate arrangements safe and costs reasonable? It would need to outline accommodation costs, staffing, hourly rates etc. Could the cost be absorbed by savings that result from the changes being implemented to ensure essential service continue?

#### School closures

- Are carers willing and able to leave work or work from home to look after children?
- If a carer is not able to continue caring for a child, has the provider explored the child's immediate persons in their lives including birth family/carers extended family and networks to find alternate carer?
- Has the ITC/Residential provider been required to adjust the home environment, physical/structurally/staff?

- Are the alternate arrangements safe and costs reasonable? It would need to outline contingency costs to support the child/carer. Could the cost be absorbed by savings that result from the changes being implemented to ensure essential service continue?

#### Medical /therapeutic needs

- Has the provider outlined the child/carer regular support provided and what is required above the regular in relation to coronavirus?

### To be completed by the service provider:

Completed applications are to be emailed to [ACAApprovals@facs.nsw.gov.au](mailto:ACAApprovals@facs.nsw.gov.au).

Emergency measure	
Outline the nature of the emergency measure including if the measure is in line with health advice, what PSP /continuity plan savings contributing to the cost and what is outstanding that requires additional funds.	
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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?	<input type="checkbox"/>
Does this application relate to multiple children in the same house/houses?	<input type="checkbox"/>
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)	
Name of child or young person	<input type="text"/>
ChildStory number	[ <input type="text"/> DOB: <input type="text"/> ]
Name of child or young person	<input type="text"/>
ChildStory number	[ <input type="text"/> DOB: <input type="text"/> ]

Complex Needs Payment – COVID-19 Emergency measures	
Start date / End date	[ / / - / / ]
Estimated cost of the measure	
Less: Service provider's financial contribution from the PSP packages/savings from business continuity plans:	<input type="text"/>
Total funding being sought (ex GST):	<input type="text"/>
Payment methods These payments will be paid (including GST) through COMMS (direct to service provider) by <a href="#">OOHC Recontracting</a> staff at Head Office. Please ensure all children this payment is related to are recorded on this form	<input type="text"/>

### To be completed by DCJ

Service provider details	
Service provider name	<input type="text"/>
Key contact (name and details)	<input type="text"/>
Consult with and support from CFDU / CAU	<input type="text"/>
Consult with and Support from DCJ Lead Contract Manager/Director	<input type="text"/>
Approved by Deputy Secretary	<input type="text"/>