Quick Reference Guide – Establishing a new HCEA arrangement for DCJ and NGO case management



Prior to Entry

Step 1. All efforts to locate family or funded placement should be exhausted by CSC or CFDU team (for NGOs) prior to alerting Triage and Emergency Care (TECA) team of upcoming need for placement or arrangement using HCEA Referral Form.

Step 2. TECA team contact key CFDU and CSC staff in first instance to confirm referral details and next steps.

Step 3. TECA team will work with district / NGO to determine the best possible solution inclusive of cost and price negotiations.

Step 4. HCEA Commercials will present option to Principal Officer (PO) & Executive District Director (EDD) for approval for placement and to HCEA Executive Lead for approval of financial expenditure.

For Aboriginal children and young people

→ Following Step 1:

While HCEA Strategy Unit assist in brokering a non-home-based care (NHBC) option, District EDD to enact pathway to local ACCOs for an alternative option, involve TAO. Efforts must be made to convene an **urgent SDMAC Panel**, as per current process.

Financial approval and ongoing financial oversight (HCEA Executive Lead)

Step 1. HCEA Commercials will ensure the approval from HCEA Executive Lead for expending initial funds is advised for any new IPA or STEP.

Step 2. TECA team handover to District Support Squad for ongoing support to district / NGO in progressing a transition to a more stable and permanent option.

Step 3. Ongoing financial approval for arrangement will be sought through BN, completed by the CSC/CFDU and the District Support Squad collaboratively.

Step 4. District to ensure any changes to HCEA arrangements are notified to HCEA Team. Financial changes will require additional HCEA Executive Lead approval.

Step 5. Every District Support Squad has ChildStory support. ChildStory support to check Placement Records for accuracy, Districts to ensure they process the invoices against agreed financials.

Placement / Arrangement Approval (Principal Officer)

Step 1. Principal Officer to provide approval for placement / arrangement.

Please note approval of financial expenditure can only be made by HCEA Executive Lead.

Step 2. Business as usual (BAU) Principal Officer activities to continue, including:

- Ensuring active casework
- NGO must ensure they have an approved subcontracting arrangement

Review, Reporting and Tracking

Step 1. HCEA Support Squad to track every arrangement, expenditure, and quality assure all casework activity and ChildStory recording compliance.

Step 2. Every District Support Squad has OSP Practice and Permanency support. Every new entry into a HCEA will be reviewed and recommendations provided to the casework team and District Support Squad for actioning, division of roles, responsibilities and timeframes.

Step 3. District Support Squad to monitor and support implementation of Practice and Permanency recommendations.

Step 4. BAU Panels to continue to review children in all HCEA arrangements, case managed by DCJ and NGOs.

Step 5. HCEA Strategy Unit to maintain all existing reporting to the Secretary.

- Additional reporting will track key metrics of exits, average time in HCEAs and average price point per service type.
- 3-month and 6-month review of progress.

IPA Exit

Step 1. Principal Officer to notify OCG (any child <12 years old in IPA) of exit.

Step 2. HCEA Support Squads to quality assure all ChildStory records upon child's exit.

Step 3. District finance teams to validate the financials to match approvals, dates and close out final payments in line with agreed costs.

After Hours / AHRT Process

Step 1. District EDD or Helpline AHRT contact HCEA Executive Lead (Briony Foster) if requiring a HCEA and Parra House is not an option.

Step 2. HCEA Executive Lead to provide approval for expending initial funds for arrangement, PO & EDD BAU delegation to authorise the arrangement / placement.

HCEA Strategy Unit responsibility

CSC / CFDU / NGO responsibility



<u>CAU-TriageandEmergencyCareArrangements@dcj.nsw.gov.au</u> <u>HCEAteam@dcj.nsw.gov.au</u>



Prior to Entry – detailed process

As soon as the casework team identifies the potential need for non-home-based care (NHBC) option > Casework team to complete HCEA Referral Form and send through to the CFDU who will contact the Central Access Unit mailbox <u>CAU-TriageandEmergencyCareArrangements@dcj.nsw.gov.au</u>

Suggested steps before requesting a High Cost Emergency Arrangement (HCEA) Prompt Guide to be referred too.

Triage and Emergency Care Arrangements (TECA) team review Referral Form and conduct placement needs assessment, schedule initial meeting with casework team, including the relevant CFDU team or NGO casework team.

> Discussion to focus on child or young person's current situation, family and kinship networks, Permanency and Placement hierarchy and referral processes (CIFs/CATs), placement broadcasts and agreed next steps.

Where funded options are unavailable, TECA caseworker liaises with casework team and CFDU to advise HCEA is required, and source local option in preferred location.

NGO/TECA requests quote from HCEA Provider and completes 'arrangement details' and 'HCEA recommendations and next steps' sections in HCEA Referral Form and forwards for financial approval.

HCEA Commercials provides support for model costings and liaises directly with NGO/HCEA Provider as required where queries arise.

HCEA Commercials team completes 'value for money' section in HCEA Referral Form and forwards to HCEA Executive Lead (Briony Foster) for financial approval, inclusive of the District Executive, HCEA Manager, CFDU, NGO, local Commissioning and Planning and Contract Lead.

TECA/CFDU team returns approved Referral Form, quote to NGO casework team for Principal Officer placement approval.

HCEA Executive Lead approves financial expenditure for the arrangement.

NGO Principal Officer remains responsible for all placement approval and usual functions such as ensuring workers are authorised, accommodation is suitable, Service Agreements are in place, notification to the OCG and DCJ approval for subcontracting arrangements are in place.

TECA team handover to CAU Placement team for monitoring for more preferred, funded interim NHBC options (ICM, STEP) and ongoing referral for over 12 year old with high needs (ITC, ITC-SD service types) AND Handover to District Support Squad for Focused Review and practical casework support as agreed and identified with the district casework team.

Casework team continue with family finding and exploring the child's kinship and social networks.

NGO and CFDU continue to look for foster carers, including emergency foster carers.

NGO carer recruitment team continue to canvass available foster care options from existing pool or if applicants in the pipeline may be expedited to authorisation.

All potential relative and kinship options identified should be expedited for Provisional assessment

Support squad follow up HCEA recommendations and next steps with casework team, including the CFDU.

TECA team continue to explore all NHBC funded options, including ICM, ITC, STEP, TSIL/SIL (as appropriate).

Child allocated to support squad for focused review.

Casework team progress recommendations from the focused review with support of the District Support Squad.

Exit options continue to be explored and discussed at district panels.