

PSP provider overview of DCJ roles & responsibilities

Child and Family District Unit (CFDU) Casework Practitioners, Commissioning and Planning (C&P) contract managers and Permanency Coordinators (PCs)

Role	CFDU casework practitioners	C&P contract managers	Permanency Coordinators
Role Overview	<p>Child & Family District Units (CFDUs) casework practitioners exercise secondary case responsibility for most children in case responsibility of PSP providers. This means they have the powers and function of delegated parental responsibility (PR). PSP Provider practitioners rely on their own practice leaders, policies, procedures and guidance for casework advice as well as DCJ documentation. CFDU are the key notification point for many individual child-related events and provide or arrange approvals for some funding packages.</p>	<p>Commissioning and Planning (C&P) teams and Statewide Contracts oversee the PSP Program Level Agreement (PLA) including reporting related to contractual obligations. They monitor PSP provider performance and reconcile funding. C&P teams play a key role in supporting an integrated local service system beyond PSP service provision to support holistic service delivery and client outcomes.</p> <p>PSP providers that operate across multiple districts will have a lead contract manager and may also be allocated a district contract manager. The lead contract manager may be located in Statewide Contracts in central office or a C&P team in a local district. C&P contract managers support the work of the lead contract manager.</p>	<p>Permanency Coordinators are permanency consultants, advocates and PSP Program experts for PSP providers and DCJ staff. They:</p> <ul style="list-style-type: none"> • help embed a culture that values and prioritises permanency for children. • provide consultation and support to casework teams when considering different permanency pathways and how they can be achieved • provide advice on PSP Packages and how they can be applied to promote stability, improve children’s experience of OOHC and lead to improved permanency outcomes • work with PSP providers to review children’s permanency outcomes and timeliness of permanency.
Key Activities	<p>Go to CFDU for:</p> <ul style="list-style-type: none"> • a child that needs to move placements but only after a PSP provider has liaised with extended family and other people significant to the child as well as liaising with other PSP providers to discover whether they have any available carers • approval of a case plan goal change (after it is endorsed by a PC). • approval of aftercare financial plan. <p>CFDU will:</p> <ul style="list-style-type: none"> • complete the Child Assessment Tool (CAT) for CAT review requests. 	<p>Lead contract managers and C&P contract managers are PSP providers’ first point of contact for matters relating to:</p> <ul style="list-style-type: none"> • reconciliation of funding paid and actuals • monitoring contractual requirements including reportable conduct matters, subcontracting arrangements, carer recruitment, overall performance in achieving permanency outcomes, placement changes of children and young people. • supporting PSP providers with practice and performance issues (e.g. casework, carer recruitment, financial matters etc.). 	<p>Permanency Coordinators:</p> <ul style="list-style-type: none"> • review evidence for and provide advice about case plan goal changes and endorse (but not approve) case plan goal changes • actively monitor progress towards achieving case plan goals within the two year time frame (that is, conduct permanency progress reviews) • provide advice regarding suitable permanency options for specific groups of children on long term care orders (through formal and informal permanency consultations)

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	<ul style="list-style-type: none"> • make decisions and exercise parental responsibility of the Minister in accordance with delegations (for example, passports, interstate travel or movements, planned and emergency surgery and medical treatment, ear piercing). • collate, approve and file PSP provider evidence in Children’s Court proceedings. • Conduct Safety in care assessments (some CFDUs only) • share relevant information about the safety, welfare and wellbeing of a child under Chapter 16A of the Care Act • work collaboratively with PSP providers to ensure safety for children in OOHC , including when they experience an away from placement event or a critical event • make referrals for placements in foster care or Intensive Therapeutic Care (ITC) for children who can’t live safely with their parents. • provide feedback to the PSP Practice Register relating to issues and or concerns re: PSP providers. 	<p>Lead contract managers, work with PSP providers to:</p> <ul style="list-style-type: none"> • monitor and support PSP providers compliance with contractual reporting obligations, including completion of case plans, leaving care plans and cultural support plans through ChildStory Partner • monitor contract volume and work with providers if a variation is needed • ensure compliance with the PSP Permanency Case Management Policy (PCMP) and associated policies, Aboriginal Case Management Policy (ACMP), the PSP Program Level Agreement, funding deed and associated documents. <p>Commissioning and Planning can use its broad overview of the entire service system to advocate for systemic changes.</p>	<ul style="list-style-type: none"> • provide advice regarding casework required to progress permanency • provide advice regarding referrals that will support permanency for children • provide feedback to the PSP Practice Register relating to issues and or concerns re: PSP providers. • provide expert knowledge of packages.

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Funding packages	<p>The CFDU quality assure, endorse or escalate information for briefing notes or application forms for approval of:</p> <ul style="list-style-type: none"> • Complex Needs payments • Additional Carer Support applications • Away from Placement/Not in Placement • 4+ sibling option package • changes to case plan goals • Child Needs package (via application of the CAT) <p>The following packages are automated in ChildStory</p> <ul style="list-style-type: none"> • Cultural Plan (Aboriginal) • Cultural Plan (CALD) • Leaving Care • Baseline package • Childs Needs package <p>After consulting internally with PSP provider managers, senior managers and practice leads, contact CFDU about funding packages that may be used to help prevent placement instability or breakdown.</p>	<p>Lead contract managers liaise with CFDU and the Central Access Unit (CAU) regarding requests for Complex Needs payments and the Additional Care Support Package.</p> <p>Reconcile all PSP packages (annually and/or as a part of reconciliation of placements) including the 4+ sibling option.</p> <p>Manage payment of Case Coordination packages and ITC other service types outside ChildStory.</p>	<p>Permanency Coordinators make recommendations to practitioners about the most appropriate permanency goal for a child. However PCs do not approve changes to a child's case plan goal (CFDU approve).</p> <p>Permanency Coordinators also provide advice about a child's eligibility for specialist packages and how to flexibly apply specialist packages for specific children.</p>

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Casework and permanency	<p>PSP providers notify CFDU when a child experiences a critical event including:</p> <ul style="list-style-type: none"> serious injury or death of a child or a carer a child is missing (excluding a child who is Away from Placement). a child becomes pregnant or requests a termination. a child is alleged to have committed a serious assault or serious criminal offence. a planned end of life event regarding a child. any other event that results in, or is likely to result in media attention. <p>Notify the CFDU:</p> <ul style="list-style-type: none"> about potential case transfers between PSP providers when a child experiences an Away from Placement event or a critical event (in ChildStory Partner). 	<p>Lead contract managers and C&P contract managers work with PSP providers to support their overall capacity to deliver the outcomes by:</p> <ul style="list-style-type: none"> providing information on addressing issues and risks to ensure effective service delivery identifying service system or capacity gaps (for example lack of Aboriginal services) following up unresolved issues ensuring assigned actions are being completed monitoring and tracking of service development plans and performance improvement plans where applicable maintaining the PSP Practice Register and liaising with lead contract manager on local district issues, complaints and concern supporting PSP providers where service uplift and capacity building is required. This could be via development of a Service Development Plan or Performance Improvement Plan. 	<p>Permanency Coordinators provide information and advice in respect of permanency-related casework such as:</p> <ul style="list-style-type: none"> whether a child, carer, or parent are ready, and there is enough evidence, to support a case plan goal change when a formal guardianship or restoration assessment should be considered whether legal permanency can be considered, based on carer or parent changes, casework and evidence.
Information requests from Ministers	<p>CFDU makes requests for timely information about casework issues for local Members of Parliament and Ministers.</p>	<p>Contract managers provide input into information requests about the district service system, including provider capacity.</p> <p>Contract managers may make requests for information about contracting issues for local Members of Parliament and Ministers. Timeframes are often short and information provided needs to be relevant and succinct.</p>	

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Meetings Process's may differ across DCJ districts however meetings will remain focused on their intent	Processes differ across districts. CFDUs may organise or participate in: <ul style="list-style-type: none"> • Complex Care Panels • local operations meetings • contracting meeting • Alternative Care Arrangements (ACA) panels • group supervision for specific children when they have particularly complex needs. 	Contract managers coordinate and attend regular contracting meetings with PSP providers. C&P Teams and lead contract managers may also attend: <ul style="list-style-type: none"> • regular operations meetings • participation in Complex Case Panels • Alternate Care Arrangement (ACA) panels. Some C&P Teams coordinate and attend regular governance meetings in the sector and governance group meetings.	Permanency Coordinators may attend relevant: <ul style="list-style-type: none"> • contract meetings. • PSP provider Team/Unit Meetings. • operations meetings. Permanency Coordinators organise: <ul style="list-style-type: none"> • restoration, guardianship or adoption case plan progress reviews (6 monthly individual child meetings to monitor and support permanency). • Permanency Consultations (by request). Permanency Coordinators may organise group supervision if relating to permanency decision making of a child.
Access to the Child's file on ChildStory	CFDU undertake the following support for PSP providers around ChildStory: <ul style="list-style-type: none"> • broadcasting placement requests to secure placements for children entering care • processing records submitted by PSP providers in ChildStory Partner , including: <ul style="list-style-type: none"> - creating and maintaining PSP provider carer households' records - processing and approving Placement/Whereabouts records - approving case plans when there is a case plan goal change - approving leaving care planning financials - responding to Person Service Requests 	Contract managers have access to information on ChildStory. They can use this information to assist with reconciling all children's movements, changes to case plan goals and packages paid to PSP providers and to understand placement changes and responding to specialist package requests. Contract managers promote use of the ChildStory Partner and ChildStory Partner Support. ChildStory Partner can be contacted on 1300 356 696 (ask to speak with Partner Support) or ChildStoryPartnerSupport@facns.nsw.gov.au .	Permanency Coordinators promote use of ChildStory Partner Support where needed. The team can be contacted 1300 356 696 (ask to speak with Partner Support) or ChildStoryPartnerSupport@facns.nsw.gov.au .

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	<ul style="list-style-type: none"> CFDU together with contract managers provide support to reconcile information quality between ChildStory and PSP providers client information systems. Provide support to reconcile PSP service packages and critical placement information affecting provider payments. <p>ChildStory Partner team supports recording of child records in ChildStory Partner.</p> <p>The team also assists and supports PSP providers in using ChildStory Partner. This includes on-boarding to the portal.</p> <p>The team can be contacted 1300 356 696 (ask to speak with Partner Support) or ChildStoryPartnerSupport@facs.nsw.gov.au.</p>		