

Complex Needs Payment Approval Process Overview			
A request must be made using the <b>Complex Needs Payment Application form</b> and approval process outlined below. Refer to the <b>Complex Needs Payment Business Rules</b> for eligibility criteria. Where there is an immediate need to put a service/support in place then application forms should be marked as URGENT and follow steps 2-4. All other applications start at step 5.			
<b>Step 1</b>	<p style="text-align: center;"><b>PSP Service Provider – Principal Officer or delegate</b></p> <ul style="list-style-type: none"> <li>Determine if there is a critical, immediate need for a service/support to address safety and welfare concerns – if yes proceed to <b>Step 2</b>. Refer to the eligibility rules for further information.</li> <li>If not urgent, proceed to <b>Step 5</b> (and onwards) to seek approval within 15 business days.</li> <li>Where additional rostered staff are required to be put in place after hours to ensure a young person’s safety, the provider should make immediate decisions in the interests of a young person’s safety, welfare and wellbeing. Complete Step 2 as soon as practicable, <b>no later than close of business the following day</b>. Any other retrospective applications will not be processed.</li> </ul>		
<b>URGENT APPROVALS (2 Business days<sup>1</sup>)</b>			
<b>Step 2</b>	<p style="text-align: center;"><b>PSP Service Provider – Principal Officer or delegate</b></p> <ul style="list-style-type: none"> <li>Requests for urgent approval are indicated at the top of the <a href="#">application form</a> and the completed form emailed to <a href="mailto:ComplexNeedsApps@dcj.nsw.gov.au">ComplexNeedsApps@dcj.nsw.gov.au</a> cc CFDU mailbox and Lead Contract Manager. Email subject line to read: <b>URGENT – For Approval – Complex Needs Application’ and the child’s name</b>.</li> </ul>		
<b>Step 3</b>	<p style="text-align: center;"><b>High Cost Emergency Arrangements-Complex Needs team and Office of the Deputy Secretary</b></p> <ul style="list-style-type: none"> <li>Urgently reviews application request. Complex Needs team will seek additional information from CFDU and/or lead contract manager where required as part of the review. If recommended, submits for the Deputy Secretary’s consideration.</li> <li>Deputy Secretary approves or declines</li> <li>Office of the Deputy Secretary informs HCEA-Complex Needs team who advises the lead contract manager and CFDU/District.</li> </ul>		
<b>Step 4</b>	<p style="text-align: center;"><b>Child &amp; Family District Unit or Lead Contract manager (per district processes)</b></p> <ul style="list-style-type: none"> <li>Advise provider of the outcome of approval request cc to all relevant stakeholders</li> </ul>		
<b>STANDARD APPLICATION (15 Business Days)</b>			
<b>Step 5</b>	<p style="text-align: center;"><b>PSP Service Provider – Principal Officer or delegate</b></p> <ul style="list-style-type: none"> <li>Submit completed <a href="#">Complex Needs Payment Application form</a> and <b>all supporting evidence</b> via email to the relevant District mailbox and Lead Contract Manager</li> <li>The email subject to include <b>‘For Approval - Complex Needs Application’ and the child’s name</b>. Applications submitted without supporting evidence will delay the process of review, determination and payment.</li> </ul>		
<b>Step 6</b>	<p style="text-align: center;"><b>Child and Family District Unit or relevant district team (per district processes) (1 day)</b></p> <ul style="list-style-type: none"> <li>Create the application and attach all supporting evidence in TRIM/MiniApp and provide details to the Lead Contract Manager to review. Note this step is completed by Statewide Contracts for the relevant agencies.</li> </ul>		
<b>Steps 7 &amp; 8</b>	<table border="0" style="width: 100%;"> <tr> <td style="width: 50%; vertical-align: top; padding: 5px;"> <p style="text-align: center;"><b>Lead Contract Manager</b></p> <ul style="list-style-type: none"> <li>Review the application to confirm that the service/support cannot be funded through the child’s existing PSP packages <b>and</b> the provider has demonstrated their financial contribution to the services required</li> <li>Consider any placement capacity or vacancy payments.</li> <li>Review applications for additional rostered staff to confirm the level of staffing required is over and above that funded through ITC or ICM funding.</li> <li>Advise CFDU if supported.</li> </ul> <p>Note: where applicable district contract managers should review in conjunction with the lead contract manager.</p> </td> <td style="width: 50%; vertical-align: top; padding: 5px;"> <p style="text-align: center;"><b>CFDU/District Team</b></p> <ul style="list-style-type: none"> <li>Review the application to confirm:                             <ul style="list-style-type: none"> <li>the application is completed in full and all required supporting evidence is provided (responsible for quality review)</li> <li>the background details supporting the application are factually correct</li> <li>the circumstances and requested payment are extraordinary, satisfy the eligibility criteria and the service/support being applied for will address the presenting issue</li> <li>the service/support cannot be accessed through mainstream services</li> <li>the step down plan, and any previous plans to ensure all actions agreed have been undertaken, or a plan to address is outlined.</li> </ul> </li> <li>Request additional information from provider if required</li> <li>If Lead Contract Manager supports application, submit for approval via MiniApp.</li> </ul> </td> </tr> </table> <p>Lead contract manager and CFDU/District Team (4 days)</p> <p>Review occurs concurrently and in collaboration.</p>	<p style="text-align: center;"><b>Lead Contract Manager</b></p> <ul style="list-style-type: none"> <li>Review the application to confirm that the service/support cannot be funded through the child’s existing PSP packages <b>and</b> the provider has demonstrated their financial contribution to the services required</li> <li>Consider any placement capacity or vacancy payments.</li> <li>Review applications for additional rostered staff to confirm the level of staffing required is over and above that funded through ITC or ICM funding.</li> <li>Advise CFDU if supported.</li> </ul> <p>Note: where applicable district contract managers should review in conjunction with the lead contract manager.</p>	<p style="text-align: center;"><b>CFDU/District Team</b></p> <ul style="list-style-type: none"> <li>Review the application to confirm:                             <ul style="list-style-type: none"> <li>the application is completed in full and all required supporting evidence is provided (responsible for quality review)</li> <li>the background details supporting the application are factually correct</li> <li>the circumstances and requested payment are extraordinary, satisfy the eligibility criteria and the service/support being applied for will address the presenting issue</li> <li>the service/support cannot be accessed through mainstream services</li> <li>the step down plan, and any previous plans to ensure all actions agreed have been undertaken, or a plan to address is outlined.</li> </ul> </li> <li>Request additional information from provider if required</li> <li>If Lead Contract Manager supports application, submit for approval via MiniApp.</li> </ul>
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<b>Step 9</b>	<p style="text-align: center;"><b>Director (Commissioning and Planning or Community Services as per district processes) (2 days)*</b></p> <ul style="list-style-type: none"> <li>Review the application against the eligibility criteria and supporting evidence provided. If the application is supported, forward to <b>Executive District Director</b> of district with secondary case responsibility for review and endorsement</li> </ul>		
<b>Step 10</b>	<p style="text-align: center;"><b>Executive District Director (of district with secondary case responsibility) (2 days)*</b></p> <ul style="list-style-type: none"> <li>Review the application against the eligibility criteria and supporting evidence provided. If the application is supported, forward to Office of the Deputy Secretary via <a href="mailto:ComplexNeedsApps@dcj.nsw.gov.au">ComplexNeedsApps@dcj.nsw.gov.au</a></li> </ul>		
<b>Step 11</b>	<p style="text-align: center;"><b>Deputy Secretary, Child Protection and Permanency, District and Youth Justice Services (5 days)*</b></p> <ul style="list-style-type: none"> <li>HCEA Complex Needs Team reviews application request. Complex Needs team will seek additional information from CFDU and/or lead contract manager where required as part of the review. If recommended, submits for the Deputy Secretary’s consideration.</li> <li>Deputy Secretary approves or declines</li> <li>Office of the Deputy Secretary informs HCEA-Complex Needs team who advises the lead contract manager and CFDU/District.</li> </ul> <p><b>Additional Information Requests:</b> Where there is a request for additional information from the HCEA Complex Needs team on behalf of the Deputy Secretary, Districts have <u>5 business days</u> to return the requested information or the application will be assessed as is and may not progress to the Deputy Secretary.</p>		
<b>Step 12</b>	<p style="text-align: center;"><b>Child and Family District Unit or Lead Contract manager (or relevant district team per district processes) (1 day)*</b></p> <ul style="list-style-type: none"> <li>Advise PSP Provider of the outcome of the application. If approved, arranges for the creation of the payment on ChildStory per local processes.</li> </ul>		
<p><b>If the application is declined</b></p> <p>Applications will not be progressed if: the service/support is already included in other PSP packages; it does not meet the eligibility criteria; or insufficient evidence to support the application has been provided. If an application is not progressed because of a lack of supporting evidence, PSP service providers can re-submit their application with additional supporting evidence, within 10 business days. A re-submitted application will proceed through the full process and approval again (from step 6). <b>The decision to decline an application is not subject to appeal.</b></p> <p>If the application is declined at any stage of the approval process, the Lead Contract Manager is advised so that they can in turn advise the provider.</p>			

<sup>1</sup> The need to seek additional information may delay the time frame. Applications \$250K and over cannot be processed within 2 days.

Contact List – relevant district mailboxes for complex needs application submissions. *cc Lead Contract Manager to all applications.	
Office of the Deputy Secretary	<a href="mailto:ComplexNeedsApps@dcj.nsw.gov.au">ComplexNeedsApps@dcj.nsw.gov.au</a>
Hunter Central Coast	<a href="mailto:HCCsubmissions@fac.nsw.gov.au">HCCsubmissions@fac.nsw.gov.au</a>
Mid North Coast	<a href="mailto:CFDU.midnorthcoast@dcj.nsw.gov.au">CFDU.midnorthcoast@dcj.nsw.gov.au</a>
Murrumbidgee, Far West, Western NSW	<a href="mailto:MFWW.CFDU@dcj.nsw.gov.au">MFWW.CFDU@dcj.nsw.gov.au</a> and cc <a href="mailto:mfwwcommissioning_planningpsp@dcj.nsw.gov.au">mfwwcommissioning_planningpsp@dcj.nsw.gov.au</a> and <a href="mailto:mcs.murrumbidgeedistrictservicesteam@dcj.nsw.gov.au">mcs.murrumbidgeedistrictservicesteam@dcj.nsw.gov.au</a>
New England	<a href="mailto:newengland.cfd@dcj.nsw.gov.au">newengland.cfd@dcj.nsw.gov.au</a>
Northern NSW	<a href="mailto:nsw.cfd@dcj.nsw.gov.au">nsw.cfd@dcj.nsw.gov.au</a>
Southern NSW and Illawarra Shoalhaven	<a href="mailto:fundingapprovals.issnsw@dcj.nsw.gov.au">fundingapprovals.issnsw@dcj.nsw.gov.au</a> and <a href="mailto:Cfd.issnsw@dcj.nsw.gov.au">Cfd.issnsw@dcj.nsw.gov.au</a>
South Western Sydney	<a href="mailto:SWSPermanencyApplications@dcj.nsw.gov.au">SWSPermanencyApplications@dcj.nsw.gov.au</a>
Sydney, South Eastern Sydney and Northern Sydney	<a href="mailto:cfd.metrocentral@dcj.nsw.gov.au">cfd.metrocentral@dcj.nsw.gov.au</a>
Western Sydney Nepean Blue Mountains	<a href="mailto:WSNBMComplexNeedsApplications@fac.nsw.gov.au">WSNBMComplexNeedsApplications@fac.nsw.gov.au</a>
Statewide Contracts	<a href="mailto:state-widecontracts@dcj.nsw.gov.au">state-widecontracts@dcj.nsw.gov.au</a>

Payment Process	
<b>Step 1</b>	<ul style="list-style-type: none"> <li>Once approved the relevant DCJ district creates a contingency payment on ChildStory attaching the approved application and generates a purchase order - See ChildStory Knowledge Article: <a href="#">Create an Ad Hoc Contingency</a></li> </ul>
<b>Step 2</b>	<ul style="list-style-type: none"> <li>The district emails the purchase order number to the Service Provider</li> </ul>
<b>Step 3</b>	<ul style="list-style-type: none"> <li>PSP provider invoices DCJ for the cost of the service and includes the purchase order number</li> </ul>
<b>Step 4</b>	<ul style="list-style-type: none"> <li>District follows its usual process for paying invoices against the purchase order number.</li> <li>The relevant DCJ District monitors invoices received against the total approved amount and purchase order created.</li> </ul>