

Complex Needs Payment Approval Process Overview

A request must be made using the **Complex Needs Payment Application form** and approval process outlined below. Refer to the **Complex Needs Payment Eligibility Rules** 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.

Step 1	PSP Service Provider – Principal Officer or delegate	
	<ul style="list-style-type: none"> Determine if there is a critical, immediate need for a service/support to address safety and welfare concerns – if yes proceed to Step 2. Refer to the eligibility rules for further information. If not urgent, proceed to Step 5 (and onwards) to seek approval within 15 business days. 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, no later than close of business the following day. Any other retrospective applications will not be processed. 	
URGENT APPROVALS (2 Business days¹)		
Step 2	PSP Service Provider – Principal Officer or delegate	
	<ul style="list-style-type: none"> Requests for urgent approval are indicated at the top of the application form and the completed form emailed to ComplexNeedsApps@dcj.nsw.gov.au cc CFDU mailbox and Lead Contract Manager. Email subject line to read: URGENT – For Approval – Complex Needs Application’ and the child’s name. 	
Step 3	High Cost Emergency Arrangements-Complex Needs team and Office of the Deputy Secretary	
	<ul style="list-style-type: none"> 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. Deputy Secretary approves or declines Office of the Deputy Secretary informs HCEA-Complex Needs team who advises the lead contract manager and CFDU/District. 	
Step 4	Child & Family District Unit or Lead Contract manager (per district processes)	
	<ul style="list-style-type: none"> Advise provider of the outcome of approval request cc to all relevant stakeholders 	
STANDARD APPLICATION (15 Business Days)		
Step 5	PSP Service Provider – Principal Officer or delegate	
	<ul style="list-style-type: none"> Submit completed Complex Needs Payment Application form and all supporting evidence via email to the relevant District mailbox and Lead Contract Manager The email subject to include ‘For Approval - Complex Needs Application’ and the child’s name. Applications submitted without supporting evidence will delay the process of review, determination and payment. 	
Step 6	Child and Family District Unit or relevant district team (per district processes) (1 day)	
	<ul style="list-style-type: none"> 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. 	
Steps 7 & 8	Lead Contract Manager	CFDU/District Team
<p>Lead contract manager and CFDU/District Team (4 days)</p> <p>Review occurs concurrently and in collaboration.</p>	<ul style="list-style-type: none"> Review the application to confirm that the service/support cannot be funded through the child’s existing PSP packages and the provider has demonstrated their financial contribution to the services required. Consider any placement capacity or vacancy payments. Review applications for additional rostered staff to confirm the level of staffing required is over and above that funded through ITC or ICM funding. Advise CFDU if supported. <p>Note: where applicable district contract managers should review in conjunction with the lead contract manager.</p>	<ul style="list-style-type: none"> Review the application to confirm: <ul style="list-style-type: none"> the application is completed in full and all required supporting evidence is provided (responsible for quality review) the background details supporting the application are factually correct the circumstances and requested payment are extraordinary, satisfy the eligibility criteria and the service/support being applied for will address the presenting issue the service/support cannot be accessed through mainstream services the step down plan, and any previous plans to ensure all actions agreed have been undertaken, or a plan to address is outlined. Request additional information from provider if required. If Lead Contract Manager supports application, submit for approval via MiniApp.
Step 9	Director (Commissioning and Planning or Community Services as per district processes) (2 days)*	
	<ul style="list-style-type: none"> Review the application against the eligibility criteria and supporting evidence provided. If the application is supported, forward to Executive District Director of district with secondary case responsibility for review and endorsement 	
Step 10	Executive District Director (of district with secondary case responsibility) (2 days)*	
	<ul style="list-style-type: none"> Review the application against the eligibility criteria and supporting evidence provided. If the application is supported, forward to Office of the Deputy Secretary via ComplexNeedsApps@dcj.nsw.gov.au 	
Step 11	Deputy Secretary, Child Protection and Permanency, District and Youth Justice Services (5 days)*	
	<ul style="list-style-type: none"> 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. Deputy Secretary approves or declines. Office of the Deputy Secretary informs HCEA-Complex Needs team who advises the lead contract manager and CFDU/District. <p>Additional Information Requests: 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>	
Step 12	Child and Family District Unit or Lead Contract manager (or relevant district team per district processes) (1 day)*	
	<ul style="list-style-type: none"> Advise PSP Provider of the outcome of the application. If approved, arranges for the creation of the payment on ChildStory per local processes. 	
If the application is declined		
<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). The decision to decline an application is not subject to appeal.</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>		

¹ 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	ComplexNeedsApps@dcj.nsw.gov.au
Hunter Central Coast	HCCsubmissions@fac.nsw.gov.au
Mid North Coast	CFDU.midnorthcoast@dcj.nsw.gov.au
Murrumbidgee, Far West, Western NSW	MFWW.CFDU@dcj.nsw.gov.au and cc mfwwcommissioning_planningpsp@dcj.nsw.gov.au and mcs.murrumbidgeedistrictserviceteam@dcj.nsw.gov.au
New England	newengland.cfd@dcj.nsw.gov.au
Northern NSW	nsw.cfd@dcj.nsw.gov.au
Southern NSW and Illawarra Shoalhaven	fundingapprovals.issnsw@dcj.nsw.gov.au and Cfd.issnsw@dcj.nsw.gov.au
South Western Sydney	SWSPermanencyApplications@dcj.nsw.gov.au
Sydney, South Eastern Sydney and Northern Sydney	cfd.metrocentral@dcj.nsw.gov.au
Western Sydney Nepean Blue Mountains	WSNBMComplexNeedsApplications@fac.nsw.gov.au
Statewide Contracts	state-widecontracts@dcj.nsw.gov.au

Payment Process	
Step 1	<ul style="list-style-type: none"> 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: Create an Ad Hoc Contingency
Step 2	<ul style="list-style-type: none"> The district emails the purchase order number to the Service Provider
Step 3	<ul style="list-style-type: none"> PSP provider invoices DCJ for the cost of the service and includes the purchase order number
Step 4	<ul style="list-style-type: none"> District follows its usual process for paying invoices against the purchase order number. The relevant DCJ District monitors invoices received against the total approved amount and purchase order created.