

Updated frequently asked questions

2023-2024 annual accountability training for service providers – all sessions

Are recordings of the annual accountability training session for service providers available?

No. Unfortunately we are unable to share the recordings due to security concerns.

When do you submit your form if your organisation's financial year end date isn't 30 June?

If your financial year-end date isn't 30 June, submit your **corporate**-level accountability within four months of your financial year-end.

However, all **contract**-level accountability must align to the DCJ financial year-end date of 30 June and be submitted **on or before 31 October** following the end of that financial year.

Refer to the [due date for submission](#) section on the DCJ website.

Can organisations apply for unspent funds, and what is the process?

Refer to the DCJ Website for information on [unspent funds](#) and whether your organisation can retain unspent funds based on contract provisions, or if you meet the limited notified exceptions. If your organisation meets the exceptions listed, you will need to [apply to DCJ to consider your request to retain and use the unspent funds](#) for a specific purpose.

When is the due date for submitting the request to retain and use unspent funds application?

Where you meet exceptions to the [unspent funds requirements](#), attach your application form to your PACS Portal submission and submit all by 31 October 2024.

Can an organisation use surplus funds to offset the cost of cyber security insurance?

No. Approved unspent funds must be used to meet the core objectives and service delivery of the program as agreed by DCJ.

Will DCJ be providing support to ACCOs or organisations who require a Business Continuity Plan but do not have the funding or resources to do it?

A business continuity plan is designed to ensure continuation of service delivery in the event of a disruption that your organisation may experience such as a flood or cyber incident. If you do not have a Business Continuity Plan in place, contact your DCJ contract manager to discuss how they can support you to do this.

Can we export the PACS Portal form questions for other people in the organisation to view?

You cannot download the Portal form directly from the PACS Portal. Refer to the [copy of the PACS form questions](#) available on the DCJ website. These are an exact copy of the questions within the PACS Portal and can be used to assist with any pre-submission conversations or approvals with colleagues.

Do government agencies, such as councils or schools who receive funding need to submit annual accountability at both corporate and contract-level?

No, local government and state government agencies, such as councils and schools, are not required to submit annual accountability forms at corporate-level, only contract-level.

Do we need to upload our income and expenditure statement?

Yes, the income and expenditure statement is uploaded at contract level, as well as financial statements at corporate level. Refer to [your reporting requirements](#) on the DCJ website for further information.

Which Income & Expenditure Statement template do we need to use?

You can use your own template, or the [Income and Expenditure template](#) we provide online for contract level. Our template shows the level of information we need to receive within your statements.

Does the contract-level income and expenditure statement need to be signed before submission?

Yes, the income and expenditure statements must be certified by two (where applicable) authorised signatories. Refer to [reporting contract-level accountability](#) on the DCJ website.

If our committee's authorised signatory has changed, do we need to add our minutes from the annual general meeting (AGM) to our submission?

No, you are not required to provide this evidence within your annual accountability submission. However, ensure your organisation keeps a record of this information as DCJ may at times request a copy of this [documentary evidence](#).

If in deficit at contract level, do we need to advise the amount of deficit and explain it?

The PACS Portal calculates and populates the deficit automatically. During review of your submission, your contract manager may ask you to explain if there is concern about the amount of deficit or if you have a deficit for more than one year without a reasonable explanation.

Can we submit the corporate-level submission before receiving our Audited financial statements?

No. If your organisation is required to have your corporate-level financial statements audited, you are required to submit your PACS Portal form with an uploaded copy of the audited financial statements. However, please note that the audited financial statements don't require endorsement at your annual general meeting before you submit them to us.

Do you have to upload your business continuity plan?

No, you do not need to upload your Business Continuity Plan, we only ask whether you have one in place.

Is there a consequence if we don't have a Business Continuity Plan?

No. However, it is good practice for all DCJ contracted service providers to have a Business Continuity Plan, or something in place that sets out how your organisation can assure there will be no disruption to client service delivery.

Can we have a copy of DCJ's Business Continuity Plan to see how it aligns to our own?

Each DCJ District has their own Business Continuity Plan. Contact your DCJ Contract Manager to discuss this with them.

Is there a Business Continuity Plan template to use?

No, DCJ does not define how a Business Continuity Plan should be set out.

Is there a set percentage that admin expenses can't be over?

There is no set percentage for administration costs for our contracts but they must be justifiable and reasonable based on providing the services agreed in the contract. Refer to the information on [administration cost](#) on our website.

Question 4 of the corporate-level form for providers requests 'what percentage of your staff are Aboriginal or Torres Strait Islander'. Does this mean what percentage of the whole organisation or what percentage of the team funded by DCJ?

Provide the percentage of Aboriginal or Torres Strait Islander staff across your whole organisation.

Where can I find the declaration and certification forms?

Resources, including the corporate level declaration and contract-level certification forms, can be found on the [DCJ website](#).

Do you need to submit a declaration and certificate for each contract?

You are required to complete and submit only one service provider declaration at corporate level. At contract level you must complete and submit individual annual accountability certifications for each contract.

Can you use DocuSign to sign the declaration and certification?

Yes, if your organisation holds a DocuSign licence you may chose to use [electronic signatures](#) for the annual accountability declaration and certification. DCJ has provided the forms for you to download, obtain signatures and upload as a PDF if preferred.

The DCJ contract manager on my form is incorrect, do I need to raise this with DCJ?

Service providers do not need to raise this with DCJ. The PACS Portal annual accountability forms are created at a point in time, using the contract manager details from that period. Your new contract manager will have access to your submission.

How do I access the new PACS Portal?

Refer to the DCJ Website for information on the new [Payment and Contracts Portal \(PACS Portal\)](#). The webpage holds existing FAQ's including [how to gain access to the PACS Portal](#).

For assistance, you can also contact PACS support:

- Phone 02 9716 2188
 - Email PACSupport@dcj.nsw.gov.au for PACS procedural advice for service providers.
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Can I set the PACS portal default to show this financial year's annual accountability rather than last financial year?

Unfortunately, you are not able to change this.

Do the PACS Portal annual accountability form entries save automatically as you move through each section?

Once you complete a page and move on to the next page, the portal saves the previous page.

I've lost my PACS Portal Password, can I reset it?

Users can reset their password in the PACS Portal. Go to the PACS Portal login page, click on 'Need help signing in?' and follow the prompts. You will be presented with two options, 'forgot password?' or 'unlock account'.

In the event of needing to reset your password, click on "forgot password". There are also instructions on the DCJ website.

When are the records included onto our PACS portal? I have access but there is a no records to display message?

All records have now been migrated from the old Contracting Portal to the new PACS Portal. You will find them under the Documents tab.

Can we delete and re-add file to our PACS submission?

You can add new files to your submission, however you're unable to delete an attached file that's no longer required. To have a file deactivated from your submission, contact your contract manager for them to complete this.

Can we print a copy of our PACS form submission before or after submitting it?

Unfortunately, there is no ability for you to download or print a copy of the accountability form. You can however, print screen shots of each page.

Can the submitted PACS Portal forms be downloaded?

No, unfortunately, there is no functionality to allow this.

How do I update my service provider details on PACS?

You can update your provider details including legal information, GST status, accreditation and bank account details by submitting a provider detail update request from the My Provider tab.

How do I update the board members in PACS?

You can keep a record of your governing body's committee members by creating a new contact or editing an existing contact and adding the contact type Board Member and/ or Authorised signatory.

Do all committee members need to be captured in PACS?

No, this is at the discretion of the provider, but if you intend to use them as authorised signatories they will have to be captured as contacts.

Can an organisation have more than one Portal user?

Yes, you can have as many Portal users and Portal administrators as your organisation requires.

Will work be lost if the Portal is closed before saving.

You should save as frequently as possible, to avoid losing information. Information will only be saved once you've pressed the save and next button at the bottom of each page.

Can I see my past year's accountability forms?

Yes, you can find the previous year's accountability forms on the Accountability tab by filtering for the financial year you are looking for.

How can I see who the Portal Administrator is for my organisation.

At this stage this isn't visible on the Portal, so please contact PACS admin on 02 9716 2199 or by email to PACSupport@dcj.nsw.gov.au

Can more than one user complete the accountability forms at the same time?

Although this may be possible, we strongly recommend not to do this as information may be lost or captured incorrectly.