 Updated as at 9 April 2020

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| **COVID-19 Emergency Action Payment – Flowchart** |
| This document is designed to show the flow of steps involved in the application, payment and reconciliation of the COVID-19 Emergency Action Payment process. |
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| A request for the *COVID-19 Emergency Action Payment* must be made through the Application form and approval process outlined below.  Please refer to the **Appendix** at the bottom of the Application form and the Fact Sheet: *What you need to know about applying for the COVID-19 Emergency Action Payment* for further information on the eligibility and application process. |
| **Application and Approval Process Overview** |
| Where extraordinary costs are anticipated as a result of these measures,  Service Providers should contact their local CFDU or CAU for any  alternative support / resources and placement supports before enacting emergency measures for each CYP in care, as applicable.  Emergency measures put in place as a result of COVID-19 attracting extraordinary costs that require reimbursement, should be in line with the best interests of children and young people and consistent with [NSW Health](https://www.health.nsw.gov.au/Infectious/diseases/Pages/coronavirus.aspx) advice. |

The Deputy Secretary or their representative may consult with the Director Commissioning & Planning in considering the application

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| Complete the *COVID-19 Emergency Action – Payment Application Form* and submit **within the next business day** estimated costs for these emergency measures.  *Where your agency incurred extraordinary costs in response to COVID-19 between the period a pandemic was announced by the World Health Organisation on 11 March 2020 and prior to 1 April 2020, DCJ will on a case-by-case basis consider these applications.*  Applications to be sent via e-mail to: [ACAapprovals@facs.nsw.gov.au](mailto:ACAapprovals@facs.nsw.gov.au)  with a copy to your DCJ Lead Contract Manager. | | | | |
| **Application Decision** | | | | |
| Deputy Secretary or their representative will advise the Service Provider, DCJ Lead Contract Manager and Central Office in writing, whether or not the application is approved. | | | | |
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| **Service Provider:**   * Within 4 hours where the application is received within business hours * The next business day where the application is received outside of business hours. |  | **Central Office:**   * To seek approval from Executive Director, Partnerships for payment |  | **Contract Manager:**   * To monitor payment and to verify and submit reconciliation true costs |

**Payment Process**

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| If approved, DCJ will pay a one-off payment,  as per applicable month, through the Funded Contract.  Payments are scheduled to occur on the **second Wednesday of each month**. |

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|  | Central Office will issue out a Payment Advice e-mail to Service Providers, as applicable.  A copy of the *COVID-19 Emergency Action Payment Reporting Template* will be shared with Service Providers and DCJ Lead Contact Managers. |  |

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| **Evidence of estimates applied for, approved and paid by DCJ must be submitted as soon as available, as and no later than 30 days following commencement of emergency measures.** |
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**Reconciliation Process**

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| The reconciliation process forms part of the application process.  DCJ Lead Contract Managers will review the evidence submitted and verify the true costs. If required, further justification and/or supporting documentation may be requested. |

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| DCJ Lead Contract Manager will complete reconciliation on the reporting template  and send to Central Office for payment, via e-mail to:  [COVID-19ComplexNeedsPayment@facs.nsw.gov.au](mailto:COVID-19ComplexNeedsPayment@facs.nsw.gov.au) **by 21st day of each month,**  **or next business day if this is a weekend or public holiday.** |