Quick Reference Guide - DCJ and NGO case management



Prior to Entry

Step 1. CSC or CFDU team (for NGOs) to alert CAU - Triage and Emergency Care Arrangements (TECA) team of upcoming need for placement or arrangement using HCEA Referral Form.

Step 2. TECA team and Quality Assurance (QA) team contact CFDU and CSC in first instance to confirm details and next steps (see detail in next slide)

Step 3. TECA team and QA team will work with district / NGO to determine the best possible solution inclusive of cost and purchase negotiations.

Step 4. TECA team will present option to Principal Officer (PO) & Executive District Director (EDD) for approval for placement and to HCEA Executive Lead for approval of financial expenditure.

For Aboriginal children and young people

→ Following Step 1:

While CAU TECA Team assist in brokering a non-home-based care (NHBC) option, district EDD to enact pathway to local ACCOs for an alternative option.

Efforts must be made to convene an **urgent SDMAC Panel**, as per current process.

Financial approval and ongoing financial oversight (HCEA Executive Lead)

Step 1. QA team will record the approval from HCEA Executive Lead for expending initial funds for any new ACA or IPA on ChildStory.

Step 2. QA team handover to District Support Squad for ongoing support to district / NGO in progressing a transition to a more stable and permanent option.

Step 3. Financial approval for 12 weeks to be sought using new BN template, completed by the CSC/CFDU and the District Support Squad collaboratively.

Step 4. Every District Support Squad has ChildStory support. ChildStory support to check Placement Records for accuracy and supporting Districts in reviewing invoices against agreed quotes. ChildStory support to support districts process the invoices. Placement / Arrangement Approval (Principal Officer)

Step 1. Principal Officer to provide approval for placement / arrangement.

Please note approval of financial expenditure can only be made by HCEA Executive Lead.

Step 2. BAU Principal Officer activities to continue, including:

- Authorisation of workers
- Confirmation of workers' status on the Residential Care Workers Register
- Ensures the signing of the Service Level Agreement (if one is not already in place)
- Use the OCG Notification Form to notify of any child in ACA, and any child <12 years in IPA within 24hrs of entry.

Review, Reporting and Tracking

Step 1. Cohort Manager on QA team to track every arrangement, expenditure, and quality assure all casework activity and ChildStory recording compliance.

Step 2. Every District Support Squad has OSP Practice and Permanency support. Every new entry into a HCEA will be reviewed and recommendations provided to the casework team and District Support Squad for actioning, division of roles, responsibilities and timeframes.

Step 3. District Support Squad to monitor and support implementation of Practice and Permanency recommendations.

Step 4. Business as usual (BAU)
Panels to continue to review
children in HCEA arrangements
with NGOs

Step 5. HCEA Uplift Team to maintain all existing reporting to the Secretary.

- Additional reporting will track key metrics of exits, average time in HCEAs and average price point per service type.
- 3-month and 6-month review of progress.

ACA / IPA Exit

Step 1. Principal Officer to notify OCG (for any child in ACA, and any child <12 years old in IPA) of exit.

Step 2. Cohort Manager on QA team to quality assure all ChildStory records upon child's exit.

Step 3. QA team validate the financials match approvals, dates and close out final payments in line with agreed costs.

After Hours / AHRT Process

Step 1. District EDD or Helpline AHRT contact HCEA Executive Lead (Lauren Dean) if requiring an IPA or ACA and Parra House is not an option.

Step 2. HCEA Executive Lead to provide approval for expending initial funds for arrangement, PO & EDD BAU delegation to authorise the arrangement / placement.

CSC / CFDU / NGO responsibility

HCEA Uplift Team responsibility



CAU-TriageandEmergencyCareArrangements@dcj.nsw.gov.au



Prior to Entry – detailed process

As soon as the casework team identifies the potential need for non-home-based care (NHBC) option > Casework team to complete HCEA Referral Form and send through to Central Access Unit mailbox CAU-TriageandEmergencyCareArrangements@dcj.nsw.gov.au

TECA team review Referral Form and conduct placement needs assessment, schedule initial meeting with casework team, EFCRPT and HCEA – Quality Assurance team.

> Discussion to focus on child or young person's current situation, family and kinship networks, Permanency and Placement hierarchy and referral processes (CIFs/CATs), placement broadcasts and agreed next steps.

Where funded options are unavailable, TECA caseworker liaises with district casework team to advise HCEA is required, and source local option in preferred location.

TECA caseworker requests quote from HCEA Provider and completes 'arrangement details' and 'HCEA recommendations and next steps' sections in HCEA Referral Form and forwards to HCEA Quality Assurance mailbox.

HCEA - Quality Assurance team provides support for model costings (Nichole Pearson and Katie Pledger) and liaises directly with HCEA Provider as required where queries arise.

HCEA Uplift team – Quality Assurance completes 'value for money' section in HCEA Referral Form and forwards to HCEA Executive Lead (Lauren Dean) for approval.

HCEA Executive Lead approves financial expenditure for the arrangement.

HCEA Uplift Team – Quality Assurance team returns approved Referral Form and quote to casework team and CAU TECA team, copy to district Allocations mailbox and Principal Officer for placement approval, marked as urgent.

HCEA Uplift - Quality Assurance team records child or young person on the HCEA master spreadsheet.

TECA team handover to CAU Placement team for monitoring for more preferred, funded interim NHBC options (ICM, STEP) and ongoing referral for over 12 year old with high needs (ITC, ITC-SD service types) AND Handover to District Support Squad for Focused Review and practical casework support as agreed and identified with the district casework team.

Casework team continue with family finding and exploring the child's kinship and social networks.

CFDU continue to look for foster carers.

CFDU/carer recruitment team and EFCR project team determine if EFC available from existing pool or if applicants on the pipeline may be expedited to authorisation.

Support squad follow up HCEA recommendations and next steps with district.

Casework team continue with family finding and exploring the child's kinship and social networks.

TECA team continue to explore all funded options.

Child allocated to support squad for focused review.

Casework team progress recommendations from the focused review with support of the District Support Squad. Exit options continue to be explored and discussed at panels.