

## 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 Business Rules](#) for eligibility criteria. **Where there is an immediate need to put a service/support in place then in principal approval must be sought prior to expending any funds.**

### Step 1. PSP Service Provider – Principal Officer or delegate

Determine if there is an immediate need for a service/support – if yes proceed to **Step 2**.  
If not skip steps 2-5 and proceed to **Step 6** (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 the following day.

### Step 2. PSP Service Provider – Principal Officer or delegate

Contacts Director Intensive Support Services by phone to discuss the need for Additional Rostered Staff (ITC only) or Director Information Access Exchange (ICM only). Requests immediate in principle approval using [email template](#) to [CSStateWideServices.ISS@facsnsw.gov.au](mailto:CSStateWideServices.ISS@facsnsw.gov.au) (ITC only) or [InterimCareReferralUnit@facsnsw.gov.au](mailto:InterimCareReferralUnit@facsnsw.gov.au) (ICM only) or to CFDU mailbox (Foster Care only) cc Lead Contract Manager.

### Step 3. Director ISS / Director IAE / Child & Family District Unit

Urgently reviews approval request. If supported, Director ISS, Director IAE or relevant EDD submits to [ComplexNeedsApps@facsnsw.gov.au](mailto:ComplexNeedsApps@facsnsw.gov.au) for Deputy Secretary endorsement cc Lead Contract Manager and local District mailbox. Level of urgency is outlined in the email approval request.

### Step 4. Office of the Deputy Secretary approve/decline

Office of the Deputy Secretary informs Director ISS mailbox (for ITC)/Director IAE (for ICM) and relevant district unit of the outcome.

### Step 5. Child & Family District Unit (per district processes)

Advise provider of the outcome of approval request. Approved requests are valid for a maximum period of 4 weeks pending the outcome of the formal application which **must be submitted within 5 business days** (step 6) cc to all relevant stakeholders including [permanency.support@facsnsw.gov.au](mailto:permanency.support@facsnsw.gov.au).

## Application process - follow steps 6 – 11

### Step 6. PSP Service Provider – Principal Officer or delegate

Submit completed [Complex Needs Payment Application form](#) and all supporting evidence to the relevant District mailbox cc Lead Contract Manager. Email subject to include 'Approval - Complex Needs Application' and the child's name. Any application submitted with outstanding supporting evidence not provided will delay the timeframes outlined below unless submitted within time and will impact payment to providers.

### Step 7. Child and Family District Unit or relevant district team (per district processes) (1 day)\*

Create the application and attach all supporting evidence in TRIM/MiniApp and provide to Lead Contract Manager to review.

### 8. Lead Contract Manager (2 days)

- Review the application to confirm that the service/support cannot be funded through the child's existing PSP packages **and** that 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 that the level of staffing required is over and above that funded through ITC or ICM funding.
- Advise CFDU if supported.

### 9. CFDU / District Team (2 days)

- Review the application to confirm that:
- 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 10. Director (Commissioning and Planning or Community Services as per district processes) (2 days)\*

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 11. Executive District Director (of district with secondary case responsibility) (2 days)\*

Review the application against the eligibility criteria and supporting evidence provided.  
If the application is supported, forward to **Office of the Deputy Secretary** [ComplexNeedsApps@facsnsw.gov.au](mailto:ComplexNeedsApps@facsnsw.gov.au).

### Step 12. Deputy Secretary, Child Protection and Permanency, District and Youth Justice Services (5 days)\*

Office of the Deputy Secretary reviews application (up to 3 days) and submits to Deputy Secretary to approve/decline (2 days). Office of the Deputy Secretary advises the Child and Family District Unit or relevant district team of the outcome of the application and cc. relevant stakeholders including [permanency.support@facsnsw.gov.au](mailto:permanency.support@facsnsw.gov.au)

### Step 13. Child and Family District Unit or relevant district team (per district processes) (1 day)\*

Advise PSP Service 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

Applications will be declined if the service/support is already included in other PSP packages; or if it does not meet the eligibility criteria; or insufficient evidence to support the application has been provided. If an application is declined because of a lack of supporting evidence, PSP service providers can re-submit more their application with additional supporting evidence. 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.

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.

Between 1 and 48 hours

15 business days

## Contact List – Relevant district mailboxes for complex needs applications submission

\*cc Lead Contract Manager to all applications submitted by email

Director Intensive Support Services (ITC only)	<a href="mailto:CSSStateWideServices.ISS@facsnsw.gov.au">CSSStateWideServices.ISS@facsnsw.gov.au</a>
Office of the Deputy Secretary	<a href="mailto:DeputySecretaryClusterIssuesManagement@facsnsw.gov.au">DeputySecretaryClusterIssuesManagement@facsnsw.gov.au</a>
Hunter Central Coast	<a href="mailto:HCCsubmissions@facsnsw.gov.au">HCCsubmissions@facsnsw.gov.au</a>
Illawarra Shoalhaven	<a href="mailto:FundingApprovals.ISSNSW@facsnsw.gov.au">FundingApprovals.ISSNSW@facsnsw.gov.au</a>
Mid North Coast	<a href="mailto:CFDU.midnorthcoast@facsnsw.gov.au">CFDU.midnorthcoast@facsnsw.gov.au</a>
Murrumbidgee	<a href="mailto:CFDUMurrumbidgeeFarWest@facsnsw.gov.au">CFDUMurrumbidgeeFarWest@facsnsw.gov.au</a> and cc <a href="mailto:Admin.MDST@facsnsw.gov.au">Admin.MDST@facsnsw.gov.au</a>
New England	<a href="mailto:NewEngland.CFDU@facsnsw.gov.au">NewEngland.CFDU@facsnsw.gov.au</a>
Northern NSW	<a href="mailto:NNSW.CFDU@facsnsw.gov.au">NNSW.CFDU@facsnsw.gov.au</a>
Southern NSW	<a href="mailto:FundingApprovals.ISSNSW@facsnsw.gov.au">FundingApprovals.ISSNSW@facsnsw.gov.au</a> and cc <a href="mailto:SouthernNSW.CFDU@facsnsw.gov.au">SouthernNSW.CFDU@facsnsw.gov.au</a>
South Western Sydney	<a href="mailto:CFDU.SouthWesternSydney@facsnsw.gov.au">CFDU.SouthWesternSydney@facsnsw.gov.au</a>
Sydney, South Eastern Sydney and Northern Sydney	<a href="mailto:CFDU.metrocentral@facsnsw.gov.au">CFDU.metrocentral@facsnsw.gov.au</a>
Western Sydney Nepean Blue Mountains	<a href="mailto:WSNBMCComplexNeedsApplications@facsnsw.gov.au">WSNBMCComplexNeedsApplications@facsnsw.gov.au</a>
Western NSW	<a href="mailto:WesternNSW.CFDU@facsnsw.gov.au">WesternNSW.CFDU@facsnsw.gov.au</a> and cc <a href="mailto:AdminWDST@facsnsw.gov.au">AdminWDST@facsnsw.gov.au</a>

## Payment Process

