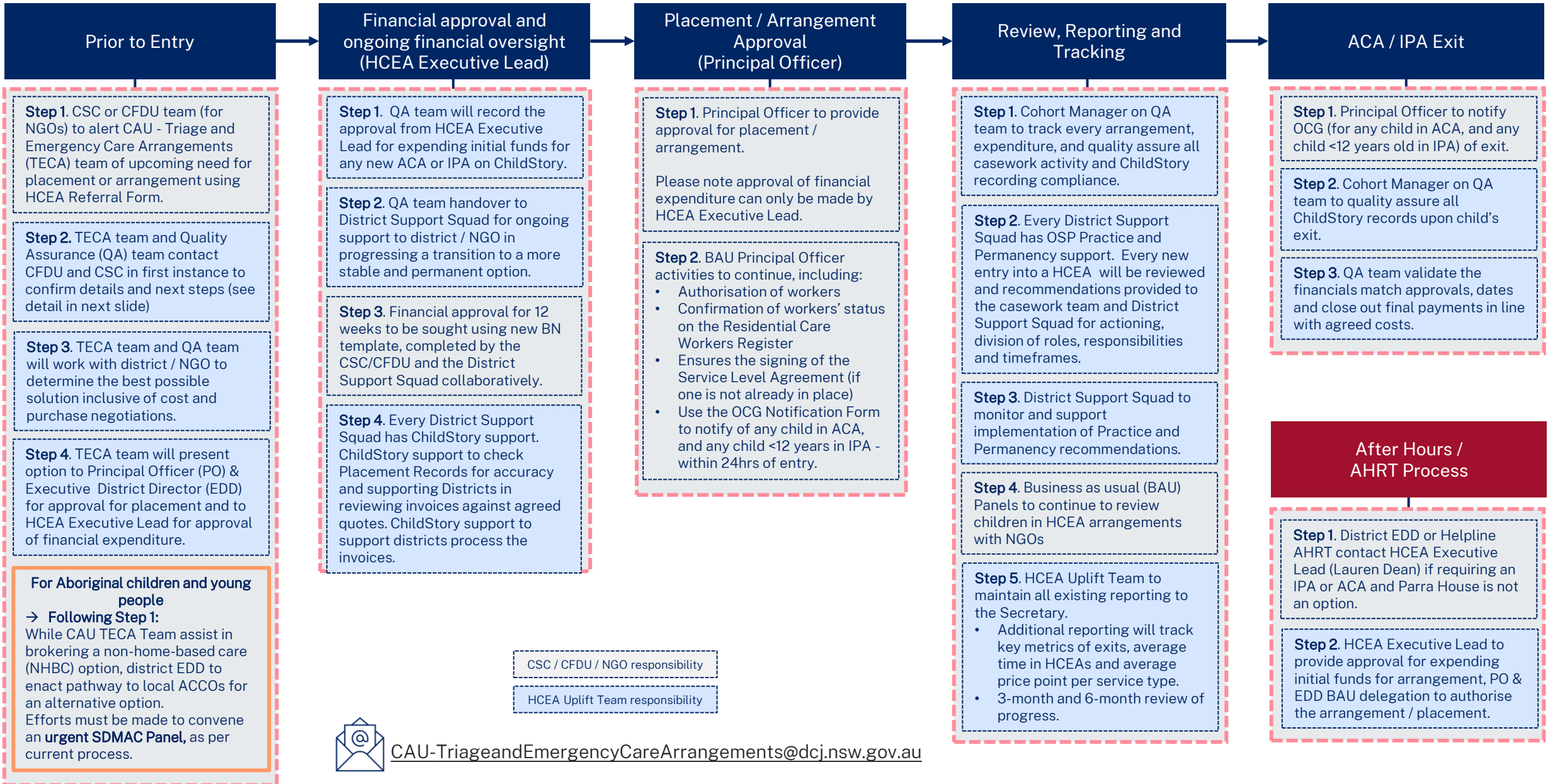


# Quick Reference Guide – DCJ and NGO case management



# 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](mailto: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.

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

CFDU continue to look for foster carers.

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.

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.

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.

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.

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.

TECA team continue to explore all funded options.

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

Child allocated to support squad for focused review.

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