



PSP Critical events in statutory OOHC

Table of Contents

Purpose	2
What is a critical event?	2
Types of critical event	2
Child protection reports	2
Reporting a critical event	3
Death of a child	3
Reportable allegations and convictions	3
Notifiable findings	4
Contractual Requirements	4
Responding to critical events	5
Case responsibility	5
Responding to immediate risk	5
Providing information and support	6
Therapeutic Care	6
Funded service provider review	6
Alternative Assessment	7
Continuous improvement	7
When a child has been critically injured or has died	8
Informing the parents	8
Arrangements to see a child's body	8
Social media	8
A child's belongings	9
Funeral arrangements	9
Support for staff	9
Other considerations	9
Joint Protocol to reduce contact of young people with the criminal justice system	9
Joint Child Protection Response (JCPR) Program	10
Links	10
Office of Children's Guardian	10
NSW Ombudsman	10
NSW Coroner	10
NSW Justice	10
Other resources	10
Appendices	10
Appendix A: PLA Notification Requirements	10
Appendix B: PLA Default Events	11
Appendix C: DCJ principal officer contacts	12
Appendix D: DCJ contract manager contacts	12
Appendix E: DCJ Office of Senior Practitioner	13

Purpose

This policy supports Permanency Support Program (PSP) funded service providers (FSPs) to effectively manage critical events experienced by children in statutory out-of-home-care (OOHC), in their primary case responsibility.

It is a contractual requirement of the Department of Communities and Justice (DCJ) and accreditation by the NSW Children's Guardian that designated agencies that provide statutory OOHC services in NSW have internal policies and procedures to ensure:

- staff identify critical events, respond effectively and comply with reporting requirements
- a child's¹ safety, welfare and wellbeing is central to planning the response and
- identification of *both* immediate and systematic improvements to prevent future events.

What is a critical event?

A critical event typically causes risk of harm or actual harm to a child or children in OOHC. A critical event always requires reporting to one or more government agencies, for example DCJ, NSW Police, NSW Children's Guardian, the NSW Ombudsman or the NSW Coroner.

Types of critical event

A critical event occurs when any of the following circumstances affect a child in statutory OOHC, in the case responsibility of a funded service provider:

1. a serious injury² or [death](#) of a child in statutory OOHC, whether or not in case responsibility of that funded service provider
2. a death or serious injury to a carer authorised by a funded service provider
3. exposure of a child in case responsibility of a funded service section provider to:
 - a confirmed or suspected registrable person (section [3A](#), *Child Protection (Offenders Registration) Act 2000*)³
 - a person listed on the Child Protection Register in NSW (section [19](#) of the same Act)
4. a planned end of life event regarding a child in case responsibility of a funded service provider
5. a [reportable allegation or conviction](#) concerning an employee⁴ of a funded service provider
6. a [notifiable finding](#) made by a funded service provider in relation to any person engaged in child related work, whether or not employed by the provider
7. cancellation or suspension of a funded service provider's accreditation to provide OOHC
8. any other event that:
 - results in, or is likely to result in media attention requiring a media response
 - has, or may have, an adverse impact on a funded service provider or DCJ (including PSP).

Child protection reports

Many critical events result in concerns a child, or more than one child, is at [risk of significant harm](#), (section [23-24](#) of the *Children and Young Persons (Care and Protection) Act 1998*)⁵.

¹ Throughout this document 'child and/or young person' is shortened to 'child'; 'children and/or young people' is shortened to 'children'.

² For the purposes of this policy, a serious injury includes any injury that results in emergency hospitalisation for over 48 hours; breaking of any bone; lacerations which cause severe haemorrhage, nerve, muscle or tendon damage; injury to an internal organ; second or third degree burns, or any burns affecting more than 5 per cent of the body surface.

³ Explanations in relation to legislation in this document are for readability only and in all cases the relevant sections of the legislation (as linked) are to be read in full and legal advice obtained where required.

⁴ Authorised Carers are considered employees under the *Ombudsman Act 1974*.

⁵ Throughout this document 'Children and Young Persons (Care and Protection) Act 1998' is shortened to the 'Care Act.'

DCJ and funded service provider employees are mandatory reporters and are required by law to report these concerns to the DCJ Child Protection Helpline (section [27](#) of the Care Act).

A funded service provider completes the [Mandatory Reporter Guide \(MRG\)](#) when there are concerns about physical, sexual or emotional abuse or neglect of a child:

- to determine whether a report to the Child Protection Helpline is required
- to identify alternative ways to support vulnerable children and their families where a mandatory reporter's response is better served outside the statutory child protection system.

Reporting a critical event

Funded service providers **immediately** report all critical events to the DCJ [principal officer](#).

Subject to the outcome of the MRG, funded service providers report critical events the Child Protection Helpline. However in the case of a child death, providers **immediately** report this critical event to the Child Protection Helpline.

The funded service provider provides DCJ with a copy of written information detailing their actions, investigation or review, and findings, either immediately or as soon as available.

Additional requirements applying to specific critical events appear below.

Death of a child

The death of a child in statutory OOHC is a critical event **immediately** reported to DCJ [principal officer](#), Child Protection Helpline and Contract Manager.

A funded service provider **immediately** informs the parents of a child's death, NSW Children's Guardian and NSW Coroner (section [172](#) of the Care Act). The provider **immediately** provides the relevant DCJ principal officer with a copy of all documentation it provided to the NSW Coroner.

Reportable allegations and convictions

Reportable allegations or convictions are a critical event **immediately** reported to DCJ [principal officer](#), Child Protection Helpline and Contract Manager. A funded service provider reports allegations concerning sexual misconduct or serious physical assault towards a child in OOHC to NSW Children's Guardian **within 14 days** of becoming aware of the allegation or conviction in (NSW Children's Guardian [guidelines](#)). The provider **immediately** provides DCJ [principal officer](#) with a copy of all documentation provided to the NSW Children's Guardian.

A funded service provider reports allegations or convictions to NSW Ombudsman **within 30 days** of it becoming aware of the reportable allegation or conviction (section [25C](#) of the *Ombudsman Act 1974*)⁶. Actions taken by the provider and the findings of any assessment are also reported to the Ombudsman (section [25F](#) of the same Act). The provider **immediately** provides DCJ [principal officer](#) with a copy of documentation provided to NSW Ombudsman.

What are reportable allegations?

Allegations are reportable when a funded service provider becomes aware an employee⁷ has or may have engaged in specific types of conduct (section [25A\(1\)](#) of the Ombudsman Act), *including*:



⁶ Throughout this document, the 'Ombudsman Act 1974' is shortened to the 'Ombudsman Act.'

⁷ Employees under the Ombudsman Act 1974 include salaried employees, authorised carers, adult household members and volunteers.

- specific types of sexual, physical, psychological harm, ill-treatment or neglect of children
- specific types of sexual offences to, or in the presence of a child or
- failure to protect a child from abuse or concealing child abuse⁸
- the offence of concealing serious indictable offence
- the offence of failure to reduce or remove risk of a child becoming a victim of child abuse.

However, reportable allegations do not arise from conduct assessed by a funded service provider to be reasonable in relation to discipline of children, or conduct consistent with relevant codes of conduct or professional standards. To decide if conduct is reasonable the provider:

- considers the context of reported information and relevant factors such as developmental stage, age, health and characteristics of the child and
- considers guidance provided by NSW Ombudsman – [Notifying and Identifying Reportable Conduct](#) and [Defining assault for the purposes of the reportable conduct scheme](#).

Notifiable findings

The making of notifiable finding or findings by a funded service provider is a critical event **immediately** reported to the DCJ [principal officer](#). Also see [Contractual Requirements](#).

A funded service provider reports notifiable findings to NSW Children’s Guardian (section [35](#) of the *Child Protection (Working with Children) Act 2012*)⁹, **immediately** upon the making of findings. The provider **immediately** provides the DCJ [principal officer](#) with a copy of documentation provided to NSW Children’s Guardian.

When are findings notifiable?

The findings of a funded service provider become notifiable when they concern a person undertaking child-related work, whether an employee or not, having engaged in specific types of conduct defined by (Schedule [1](#), clause 2, of the Working with Children Act). These include specific types of sexual misconduct toward, or in the presence of children (including grooming) and any serious physical assault of a child¹⁰.

Key differences between reportable allegations and notifiable findings are:

- reportable allegations relate to employees, whereas notifiable findings relate to *any* person engaged in child-related work
- although reportable allegations and notifiable findings relate to specific types of conduct, the former extends to allegations and the latter is limited to findings arising from an assessment.

Contractual Requirements

Funded service providers provide written notice of all (i) notification requirements and (ii) default events **immediately** to the DCJ Contract Manager, whether or not a critical event.

What are notification requirements?

Some (but not all) critical events are considered a notification requirement ([Appendix A](#)), for example, death of a child), as defined in the PSP [Program Level Agreement](#) (PLA).

What are default events?

Some (but not all) critical events are considered a default event ([Appendix B](#)), for example when

⁸ This list is an example only and does not constitute a comprehensive list of types of reportable allegations (conduct).

⁹ Throughout this document, the ‘Child Protection (Working with Children) Act 2012’ is shortened to the ‘Working with Children Act.’

¹⁰ This list is an example only and does not constitute a comprehensive list of types of notifiable findings (conduct).

OOHC accreditation is suspended or cancelled, as defined in the PSP [PLA](#).

Funded service providers may be subject to a performance improvement plan, an abatement of funding or termination of contract upon the occurrence of a default event.

Responding to critical events

DCJ and funded service providers have important complementary roles in responding to critical events, concerning children in OOHC under the case responsibility of a provider.

- A funded service provider responds to a critical event in accordance with:
 - relevant legislation
 - the [NSW Child Safe Standards for Permanent Care](#) ('OOHC Standards')
 - its own operational policies and the PSP policy framework (including this policy).
- The funded service provider provides information to DCJ about the critical event:
 - noting DCJ is agency exercising parental responsibility for children in statutory OOHC
 - in accordance with the requirements, including timeframes, set out in this policy.
- DCJ, as agency with statutory responsibility for child protection, responds to child protection reports made to the Child Protection Helpline that are:
 - screened-in meeting the risk of ROSH threshold or
 - screened-in for further assessment or where there has been an allegation of abuse in OOHC (where the report does not meet the ROSH threshold).
- DCJ response to a screened-in child protection report may include a joint response with NSW Health and NSW Police under the [Joint Child Protection Response](#) (JCPR) Program – if it is a possibility abuse of the child constitutes a criminal offence.
- DCJ, as the agency commissioning the service provided by the funded service provider, responds to any event that impacts upon contract governance.
- DCJ's internal Child Safety and Review unit, within its Office of the Senior Practitioner (OSP) is required to review the deaths of all children who were 'known to' the department.¹¹
- When a child in case responsibility of a funded service provider dies, the Office of Senior Practitioner will liaise with the provider, through the principal officer or another agreed means, to arrange a joint child death review.

Case responsibility

Following a critical event, funded service provider continues to hold primary case responsibility for the child unless DCJ and the provider agree case responsibility will transfer or DCJ determines case transfer is required.

As commissioning agency, DCJ may withdraw any child from case responsibility of a funded service provider.

Responding to immediate risk

A funded service provider responds to immediate risk under its control, within available operational resources and capacity. The provider takes reasonable action to control and manage the risk, based on initial and ongoing risk assessment, informed by available evidence.

¹¹ The term "known to" the department includes children (or their siblings) who were the subject of a Risk of Significant Harm within three years of death. This also includes children in OOHC at the time of their death.

The funded service provider seeks urgent help in relation to immediate risks *not* under its control from police, fire, ambulance or other emergency services. This includes situations where a life is in danger, there is immediate risk of harm, a child's behaviour will result in harm or serious injury to themselves or to others, a crime is taking place, or a situation is serious or could be described as an emergency.

To enable effective coordination of the response, the funded service provider liaises with police, fire, ambulance, the [JCPR](#) officers and other emergency services.

In circumstances where an investigation by an external agency will, or is likely to occur, the funded service provider enacts clear internal procedures to:

- ensure evidence is not disrupted
- secure records to ensure they are not altered
- limit the public nature of the event (section [105](#) of the Care Act) and
- manage media enquiries.

For example, funded service providers ensure closed-circuit television footage is protected, be aware some evidence such as hair or fluids may not be visible to the eye, don't move or remove items that may be relevant to the investigation and (where possible) keep witnesses separated.

Providing information and support

A funded service provider provides or facilitates the provision of information and support to a child that experiences a critical event – including their carer, parents and family/kin. This includes:

- providing appropriate information about the critical event itself, sensitively and promptly
- next steps, for example conducting a case conference to review the child's case plan and consider the need for additional medical, psychological or specialist services
- supporting access to [Victims Services](#) (if there is a victim of crime)
- supporting access to legal advice and advocacy, for example seeking DCJ approval to provide file information to the child's solicitor.

The funded service provider also provides or facilitates provision of appropriate information to other agencies important to the child, for example their school and school teachers, medical practitioners, specialists, etc.

Therapeutic Care

Children in statutory OOHc often experience trauma, abuse, neglect and other adversity before being placed into care. Funded service providers consider whether a critical event has exposed a child or children to further trauma or exacerbated existing trauma.

In addition to providing a placement, funded service providers provide a child in their case responsibility with holistic, individualised, team-based therapeutic care, guided by the [NSW Therapeutic Care Framework](#). This means daily care to address individual needs of the child, and any additional needs arising from the critical event. It also means providing a care environment that promotes safe and healing relationships and experiences, to address the complexity of the trauma experienced by the child.

Funded service provider review

A funded service provider always conducts a review or an investigation in relation to critical events, including the death of, or serious injury to a child. This includes:

- review of its provision of day-to-day care, exercise of case responsibility and casework practice

- an investigation of the allegations or convictions in relation to reportable conduct by an employee
- review of authorisation of a carer (when allegations are made in relation to the carer).

Conduct of a funded service provider's review is separated from to the role of informing and supporting a child, their carers, parents and relative/kin.

General principles underlying the conduct of a review includes:

- review by practitioners that are able to act independently and
- review by practitioners that were not involved in the event and do not have any relationship to persons involved in the event, that would create a real or perceived conflict of interest
- early engagement of casework practitioners in review
- a workplace culture that promotes transparency and fosters learning
- decision making underpinned by shared responsibility for managing risk.

Alternative Assessment

A funded service provider review frequently (but not always) coincides with a DCJ Alternative Assessment.

When a funded service provider investigation or review and a DCJ Alternative Assessment is to occur DCJ and the provider:

- each inform the other, prior to the review or assessment commencing
- conduct joint pre-assessment and post assessment consultation (where appropriate).
- coordinate joint interviews of the child and other children, and the carer (where appropriate).
- exchange information with the other throughout the review or assessment (Chapter [16A](#) of the Care Act), that relates to:
 - the safety of, risk of harm, or actual harm to the child and other children
 - the child and other children's ongoing care
 - the review or assessment and respective findings.

Continuous improvement

Funded service providers address the immediate causes of a critical event and put in place systematic improvements to their operational policy framework aimed to stop similar events occurring in future.

Funded service providers take steps to learn from a critical, reportable or notifiable event, by:

- conducting their own review
- considering the outcomes of the Alternative Assessment (in response to a screened-in child protection report)
- participating in interagency or practice review, when initiated by DCJ [Serious Case Review unit](#)
- considering any other findings and recommendations made by DCJ
- enacting a contractual performance improvement plan (if applicable)
- considering the findings and recommendations of the NSW Coroner, Ombudsman and Children's Guardian (if applicable).

When a child has been critically injured or has died

Informing the parents

When a child has been critically injured or dies, as practitioners there are obligations that are always fulfilled, such as reporting and assessment. These requirements impact on what we can do, when we do it, and how we can go about it. However at the centre are parents and a family for whom the worst thing imaginable has just happened.

Practitioners need to have a sensitive approach to supporting the parents and family in their grief and possibly anger toward caregivers, the funded service provider and DCJ in supporting them. Practitioners help the parents and family cope with the practical arrangements that need to be made and in informing friends and family members.

The role of informing and supporting the parents, carers and relatives/kin is usually undertaken by a funded service provider. This may be a practitioner with the strongest relationship with the child, carers, parents or relative/kin. Or it may be a manager or senior practitioner with appropriate skills and expertise.

Discussion with parents and carers is *planned* and may involve DCJ, other specialist practitioners or other people important to the child. Planning the discussion includes:

- planning what information will be provided to and discussed with the parents
- how talking to the parents is best approached with sensitivity and compassion
- how the family's significant grief and shock will be recognised
- what practical assistance and support may be offered.

Information to discuss with parents includes:

- the facts of circumstances of the child's serious injury or death (what we know and how we know)¹², taking care to set aside opinions or speculation
- supports available to them and any other family members (including siblings)
- what happens next and who will be the main contact person.

If the child has died, parents are informed that the Children's Court order expired upon their child's death. For this reason they have decision making authority for their child, including consent to organ and tissue donation and funeral planning.

The parents are offered support by the funded service provider with funeral planning and provision of assistance for funeral costs. Note provision of financial assistance by the provider or DCJ is subject to approval processes in each agency.

Arrangements to see a child's body

If a child has died, the funded service provider coordinates arrangements for the parents to see their child through the investigating police and the NSW Coroner's Court. The provider considers guidance provided by the NSW Coroner - [Initial steps after a death is reported](#).

Social media

It's important to consider that the prevalent use of social media can lead to added complexity about informing people about a child's serious injury or death. A timely response can reduce the

¹² Where a child's death or injury is being investigated by NSW police or the Coroner's office, the FSP and DCJ liaise with relevant authorities to establish what information can be shared with family, kin and other persons.

likelihood of people important to the child (including birth family) finding out through social media.

Additional support will need to be given to the family in circumstances where they have been informed in an unplanned way.

A child's belongings

When a child dies, the funded service provider and DCJ work together to plan when and how the child's belongings are provided to the parents.

Consideration is given to any items that can remain with the carers in consultation with parents. For example, negotiating with parents about specific items carers wish to keep for sentimental, family or cultural reasons.

Funeral arrangements

When a child dies, the funded service provider and DCJ (Child and Family District Unit or Community Service Centre with secondary case responsibility) collaborate in coordinating the processes involved in making funeral and burial arrangements for the child. This may be because the child's birth parents cannot be located, or do not have the means to arrange this.

In making funeral arrangements DCJ and the funded service provider:

- consult with the parents about who they would like to lead the planning of the funeral, for example family, DCJ or funded service provider employees
- consult with and involve other family/kin (including siblings) and other persons important to the child, including the child's carers (where appropriate) and school teachers
- identify people who have been important to the child (such as previous caseworkers and carers, Elders and community members, school friends) and seek permission from the child's parents to invite to the funeral or memorial event
- make sure siblings are invited even if they have not had contact with the child
- ensure cultural consultation has occurred so cultural or religious practices are considered.

If financial assistance is required for funeral costs, DCJ and the funded service provider work together to obtain relevant quotes and determine what costs will be met by the provider (within current or recent PSP packages) and what costs will be met by DCJ. Note provision of financial assistance by the provider or DCJ is subject to approval processes in each agency.

Support for staff

A child's serious injury or death is difficult for any casework practitioner regardless of the circumstances. It is normal for the sadness, worry and anxiety to carry across the practitioner's team or office.

Responsive and appropriate staff support through leadership is critical, both for the practitioners involved with the child, but also for the office. Managers can help staff members manage feelings of distress and grief by sharing appropriate information with their teams and creating opportunities to talk, support and check in with each other.

Funded service providers ensure staff have access to debriefing and counselling supports.

Other considerations

Joint Protocol to reduce contact of young people with the criminal justice system

NSW Ombudsman, in collaboration with DCJ, NSW Police, Legal Aid NSW and a range of funded

service providers, have developed a [joint protocol](#) to reduce unnecessary police contact with young people in residential OOH, and the negative effect this contact may have.

Intensive Therapeutic Care (ITC) and Residential Care providers are required to have procedures in place to adhere to the protocol. The protocol contains advice on appropriate police contact and guidance for developing procedures.

Joint Child Protection Response (JCPR) Program

DCJ, NSW Police Force and NSW Health cooperate via the [Joint Child Protection Response \(JCPR\)](#) Program to link safety and risk assessment with NSW Police criminal investigation. JCPR also ensures children or young people and their non-offending parents or carers have access to medical examination, counselling and therapeutic services when required.

Links

Office of Children's Guardian

- [NSW Office of Children's Guardian website](#)
- [Working with Children Checks \(WWCC\)](#)
- [Becoming a Child Safe Organisation](#)
- [Office of Children's Guardian Fact Sheets](#)

NSW Ombudsman

- [NSW Ombudsman website.](#)
- [Defining Assault for the purpose of the reportable conduct scheme](#)
- [Notifying and identifying reportable conduct](#)
- [Reportable Allegations and Convictions Guide](#)

NSW Coroner

- [NSW Coroner website](#)
- [The Coronial Process](#)
- [Initial steps after a death is reported](#)
- NSW Coroner's Court [Counselling Service](#)

NSW Justice

- [Victims Services](#)

Other resources

- NGO Learning Centre – [Managing Critical Incidents in OOH NGO Forum \(2015\)](#)
- [GriefLink](#)
- [Managing Critical Incidents in OOH NGO Forum Summary Paper](#)
- [Australian Centre for Grief and Bereavement](#)
- [Supporting Victims of Crime - Factsheet](#)
- [National Association for Loss and Grief \(NSW\) website](#)
- [Supporting Victims of Crime - Guidelines](#)

Appendices

Appendix A: PLA Notification Requirements

Under 'Definitions':

Notification Requirement means:

- a. media commentary that has an adverse impact on the funded service provider in respect of PSP

- b. the death of a child
- c. an incident or medical condition and/or serious or life threatening injury, affecting a child
- d. a threat of serious harm or injury made to the child, the authorised carer or member of the carer's family, including threats to assault or kill
- e. a report that a child under 15 years of age is missing from an approved placement
- f. an allegation that a child may have committed a serious criminal offence, including malicious damage to property (authorised carer's or others) over \$10,000
- g. a child is involved in proceedings before any court or needs legal assistance such as, for example, in criminal proceedings
- h. a request to temporarily or permanently allow a child to reside in another jurisdiction
- i. a child intends or is planning to get married
- j. a child becomes pregnant and/or requests a termination of pregnancy
- k. an application is made on behalf of a child for a passport
- l. a child needs major medical or dental surgery
- m. a placement change occurs
- n. a breakdown in interagency negotiations.

Appendix B: PLA Default Events

Under 'Definitions':

Default Event means:

- a. any of the events set out at clause 19.1 of the Funding Deed
- b. the funded service provider fails to perform any of its obligations under this Agreement to the satisfaction of DCJ
- c. the funded service provider is in material breach of any of its obligations under this Agreement
- d. the funded service provider fails to notify DCJ of a Notification Requirement 3 or more times in any Quarter
- e. the funded service provider changes the composition of its board and/or members of its senior management which may be a Change in Control and:
 - (i) does not notify DCJ of the Change in Control within 10 Business Days after becoming aware of the Change in Control or
 - (ii) if such notice is given, DCJ reasonably believes the Change in Control will have a material adverse impact on the ability of the funded service provider to deliver the services
- f. the funded service provider, a subcontractor, an employee or agent of the provider or a subcontractor engages in fraud, collusion or dishonest conduct in performing their obligations under this Agreement
- g. a representation or warranty given by the funded service provider is found to be materially incorrect or misleading, or a financial audit report discloses fraudulent, false, misleading or negligent reporting by the provider in respect of any financial statements or invoices or other books or records of the provider
- h. the funded service provider's Office of the Children's Guardian accreditation is suspended or cancelled
- i. DCJ records three or more Referral Refusals in respect of the funded service provider in any 12-month period during the Term
- j. any other event described as a Default Event in this Agreement.

Appendix C: DCJ principal officer contacts

Contacting a DCJ district principal officer in relation to a critical event occurs in writing, through the DCJ CFDU mailbox.

DCJ principal officer Mailboxes		
CFDU	Covering DCJ Community Service Centres	Mailbox
Metro Central CFDU	Burwood, Central Sydney, Chatswood, Eastern Sydney, Lakemba, Pennant Hills, St George, Sutherland	CFDU.metrocentral@facns.nsw.gov.au
Metro West CFDU	Auburn, Blacktown, Blue Mountains, Hawkesbury, Lithgow, Mount Druitt, Parramatta, Penrith, St Marys	CFDUWS&NBM@facns.nsw.gov.au
Metro South West CFDU	Bankstown, Bowral, Macarthur, Fairfield, Ingleburn, Liverpool	CFDU.SouthWesternSydney@facns.nsw.gov.au
Northern NSW CFDU	Ballina, Clarence Valley, Lismore, Tweed Heads	NNSW.CFDU@facns.nsw.gov.au
Mid North Coast CFDU	Coffs Harbour, Kempsey, Port Macquarie, Taree	CFDU.midnorthcoast@facns.nsw.gov.au
New England CFDU	Armidale, Glen Innes, Inverell, Moree, Muswellbrook, Narrabri, Tamworth	NewEngland.CFDU@facns.nsw.gov.au
Hunter Central Coast CFDU	Cessnock, Charlestown, Edgeworth, Gosford, Lakes, Maitland, Mayfield, Peninsula, Raymond Terrace, Wyong	Admin.HCCCFDU@facns.nsw.gov.au
Illawarra Shoalhaven CFDU	Nowra, Shellharbour, Ulladulla, Wollongong	IllawarraShoalhaven.CFDU@facns.nsw.gov.au
Southern NSW CFDU	Batemans Bay, Bega, Cooma, Goulburn, Queanbeyan, Yass	SouthernNSW.CFDU@facns.nsw.gov.au
Western NSW CFDU	Bathurst, Bourke, Brewarrina, Cobar, Condobolin, Coonabarabran, Coonamble, Cowra, Dubbo, Mudgee, Orange, Parkes, Walgett	WesternNSW.CFDU@facns.nsw.gov.au
Murrumbidgee Far West CFDU	Albury, Broken Hill, Cootamundra, Dareton, Deniliquin, Griffith, Leeton, Tumut, Wagga Wagga, Wilcannia	CFDUMurrumbidgeeFarWest@facns.nsw.gov.au
Central Access Unit (ITC and Residential Care)	State-wide	CentralAccessUnit@facns.nsw.gov.au
Metro Intensive Support Services (ISS)	State-wide	CSStateWideServices.ISS@facns.nsw.gov.au

Appendix D: DCJ contract manager contacts

Contacting a DCJ contract manager in relation to a notification requirement or default event occurs in writing, through the DCJ district Commissioning and Planning director mailbox.

DCJ Commissioning and Planning Mailboxes		
Commissioning and Planning Team	Covering DCJ Community Service Centres	Mailbox
Sydney, South-East Sydney and North Sydney team	Burwood, Central Sydney, Chatswood, Eastern Sydney, Lakemba, Pennant Hills, St George, Sutherland	ContractingSSESNSD@facns.nsw.gov.au

DCJ Commissioning and Planning Mailboxes

Commissioning and Planning Team	Covering DCJ Community Service Centres	Mailbox
Metro West CFDU	Auburn, Blacktown, Mount Druitt, Parramatta	Contracting.WesternSydney@fac.s.nsw.gov.au
Nepean Blue Mountains team	Blue Mountains, Hawkesbury, Lithgow, Penrith, St Marys	Contracting.NepeanBlueMountain@fac.s.nsw.gov.au
South West Sydney team	Bankstown, Bowral, Macarthur, Fairfield, Ingleburn, Liverpool	Contracting.SouthWesternSydney@fac.s.nsw.gov.au
Northern NSW team	Ballina, Clarence Valley, Lismore, Tweed Heads	Contracting.NorthernNSW@fac.s.nsw.gov.au
Mid North Coast team	Coffs Harbour, Kempsey, Port Macquarie, Taree	Contracting.MidNorthCoast@fac.s.nsw.gov.au
New England team	Armidale, Glen Innes, Inverell, Moree, Muswellbrook, Narrabri, Tamworth	TBA
Hunter Central Coast team	Charlestown, Cessnock, Edgeworth, Gosford, Lakes, Maitland, Mayfield, Peninsula, Raymond Terrace, Wyong	Contracting.Hunter@fac.s.nsw.gov.au
Illawarra Shoalhaven team	Nowra, Shellharbour, Ulladulla, Wollongong	Contracting.IllawarraShoalhaven@fac.s.nsw.gov.au
Southern NSW team	Batemans Bay, Bega, Cooma, Goulburn, Queanbeyan, Yass	Contracting.SouthernNSW@fac.s.nsw.gov.au
Western NSW team	Bathurst, Bourke, Brewarrina, Cobar, Condobolin, Coonabarabran, Coonamble, Cowra, Dubbo, Mudgee, Orange, Parkes, Walgett	Contracting.WesternNSW@fac.s.nsw.gov.au
Murrumbidgee team	Albury, Cootamundra, Deniliquin, Griffith, Leeton, Tumut, Wagga Wagga	Contracting.Murrumbidgee@fac.s.nsw.gov.au
Far West team	Broken Hill, Dareton, Wilcannia	Contracting.FarWest@fac.s.nsw.gov.au

Appendix E: DCJ Office of Senior Practitioner

DCJ Office of Senior Practitioner contacts

OSP team	Mailbox	Phone number
Serious Case Review	SeriousCaseReview@fac.s.nsw.gov.au	02 9716 2525
Reportable Conduct	ReportableConductCS@fac.s.nsw.gov.au	02 9716 2149