**Complex Needs Email template**

**Immediate in principle approval - Additional Rostered Staff (ITC only)**

**To:** Director Intensive Support Services

**Cc:** [CentralAccessUnit@facs.nsw.gov.au](mailto:CentralAccessUnit@facs.nsw.gov.au) and Lead contract manager

**Subject:** Urgent: Complex needs – Immediate In Principle Approval for Additional rostered staff for <Child’s Name>

Dear Director ISS,

<PSP provider name> is seeking in principle approval for a complex needs payment for additional rostered staff for the below young person:

**Name:** <Child’s Name>

**ChildStory #:** <insert>

Proposed staffing arrangement:

* <insert>

Reason additional rostered staff are needed:

* <outline safety concerns, how additional rostered staff will help to de-escalate the situation/stabilize the placement>

Proposed start and end date (maximum 6 months):

* <insert>

Estimated total maximum costs for the period:

* <insert – this estimate does not need to be exclusive of packages which can be determined at a later point>

Previous complex needs applications

* <Include whether a complex needs payment already been provided for the young person? If yes, when and what was the outcome?>

Agency key contact person: <insert name and contact details>

I confirm that a formal application will be submitted to the department via the district mailbox within five business days with all relevant supporting evidence. Please seek relevant approvals and confirm whether the funding to put additional staffing can be expended.

Regards,

<Name>  
<role>

<PSP provider name>

**Complex Needs Email template**

**Immediate in principle approval - Therapeutic Behaviour Support/Disability Care/Discretionary Support (Foster Care only)**

**To:** Relevant District / Child & Family District Unit mailbox

Cc: Lead contract manager

Subject: Urgent: Complex needs – Immediate In Principle Approval for <insert category> for <Child’s Name>

Dear <insert> District,

<PSP provider name> is seeking ‘in principle approval’ for a complex needs payment for <insert category> for the below child/young person:

**Name:** <Child’s Name>

**ChildStory #:** <insert>

Service of support required

* <insert>

Reason service or support is needed:

* <insert rationale - i*nclude any diagnoses, outcomes of clinical assessments, safety concerns or impact on placement stability*>

Proposed start and end date (maximum 12 months):

* <insert>

Estimated total maximum costs

* <insert>

Previous complex needs applications

* <Include whether a complex needs payment already been provided for the child/young person? If yes, when and what was the outcome?>

Agency key contact person: <insert name and contact details>

I confirm that a formal application will be submitted to the department via the district mailbox within five business days with all relevant supporting evidence. Please seek relevant approvals and confirm whether the funding to put additional staffing can be expended.

Regards,

<Name>  
<role>   
<PSP provider name>

***EDDs/Districts submitting approvals to Office of the Dep Sec note:***

* If your correspondence constitutes as **“urgent”** this means that it is a **critical** matter that requires Deputy Secretary’s immediate action or attention.
* If a matter is urgent, please also text or call Dep Sec’s EA to advise so they may flag accordingly.
* Do not send correspondence directly to the Deputy Secretary’s email unless it is an emergency.
* Clearly identify in the body of your email what is required of the Deputy Secretary. For example, what to sign / endorse (example: TAB A or BN), or what documents she is to review (example: letter, Dot points, BN).
* Ensure that all correspondence is captured in MiniApp or TRIM and that the container is clearly filed i.e. “*Supporting docs”* should contain the attachments and supporting materials only.
* All Briefing notes and forms are to be endorsed by the relevant delegated officer before being sent for review or approval to the Deputy Secretary and the file should be in Word document format not PDF format.